



# Selena Ramirez

An Airline Customer Service Agent with four years of experience specializing in communication, client relations, operational support, and process improvement. Adept at interfacing with a diverse range of passengers to identify solutions and ensure customer satisfaction.

123 Santa Maria,  
San Francisco, CA 12345  
selenaramirez@example.com  
(123) 456-7890

## Professional Experience

### Airline Customer Service Agent

Frontier Airlines, San Francisco, CA | September 2019 – Present

- Build relationships with customers, utilizing de-escalation techniques to resolve passenger issues calmly and professionally, and maintain a 93% customer satisfaction rating
- Identify solutions to boarding issues and complications, field inquiries from passengers, and provide hotel and meal accommodations due to flight delays and cancellations
- Coordinate with airport staff to manage baggage services, tickets, and boarding procedures while ensuring compliance with safety regulations

### Airline Customer Service Agent

JetBlue Airlines, San Francisco, CA | May 2018 – September 2019

- Coordinated with airline customer service agents in a collaborative team environment and provided support to colleagues to resolve customer challenges and issues
- Performed account lookups, verified travel documentation, and provided information to travelers to ensure safe boarding and proper accommodations

## Education

Bachelor of Arts (B.A.)  
Communication

University of San Francisco,  
San Francisco, CA  
September 2015 - May 2019

## Key Skills

- Airline Customer Service
- Aviation Security
- Boarding Procedures
- Team Collaboration
- Safety Regulations