

## Professional Experience

### Airline Customer Service Agent Team Lead

Delta Airlines, New York, NY | September 2019 – Present

- Serve as the customer service agent team lead, provide training and mentorship to 20+ new hires, and ensure compliance with regulations and quality standards
- Coordinate with airport customer service agents, managers, and cross-functional teams to support airline operations and resolve passenger issues, including lost luggage, flight delays, cancellations, and disability accommodations
- Coordinate with TSA to ensure passenger compliance with Covid-19 safety protocols, including proof of vaccination and rapid testing procedures

### Airline Customer Service Agent

Avelo Airlines, New York, NY | May 2017 – September 2019

- Provide superior customer service to airline passengers, communicate with understanding and empathy, and generate monthly customer service ratings of 91-95%
- Conduct check-in procedures to ensure proper travel documents and baggage weight prior to boarding and provide additional accommodations to customers

## Education

### Bachelor of Arts (B.A.) Communication

Columbia University, New York, NY | September 2013 - May 2017

# Skyler Thompson

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An Airline Customer Service Agent with five years of experience specializing in communication, airport operations, team leadership, and client relations. A proven track record of coordinating with cross-functional teams to resolve passenger issues and drive operational excellence.

## Key Skills

- Customer Service
- Team Management
- Safety Regulations
- Airline Operations
- Client Relations