

Objective

To obtain a position where I can use my extensive knowledge of the travel industry as well as my degree in business.

Skill Areas

- 15 years of experience in an intensive airline industry that required the ability to handle complex situations with tact, diplomacy and discretion
- 2 years airline supervisor experience that included system auditing, calendar/shift management, daily accounts payable/receivable, creation/manipulation of statistical reporting to upper level management
- 4 years Flight Attendant experience
- 11 years of administrative office experience that includes meeting preparation (scheduling, agenda, minutes), email, mail sorting, filing, phone support, draft/edit general correspondence, documents and presentations for wide spread distribution.
- 4 ½ years of Flight Attendant Crew Scheduling experience
- Intermediate proficiency in Microsoft Office (Word, Outlook, Excel, PowerPoint)
- Strong knowledge of office equipment and office policies in a “call-center” type environment
- Extensive knowledge of FAA regulations
- Fast learning
- Effective oral and written and communication skills
- Perform well in high-demand, fast-paced customer driven environments
- Self motivator
- Excellent customer service skills
- Ability to think outside of the box to solve complex situations with little/no guidance

Accomplishments

- Successful completion of 6 weeks of Flight Attendant training for Alaska Airlines
- Successful completion of a 12 week Flight Attendant Crew Scheduling training for AFA contracts as well as all Flight Attendant FAA requirements
- Former AFA Council 19 Scheduling Chair for the Seattle Base
- Currently president on the Board of Directors for Radiance Homeowner’s Association
- Educated all staff in the Long Beach Field Station on all new training materials pertaining to America West Airlines, Alaska Airlines, Horizon Air and Mesa Airlines
- Assisted in creating sick leave statistics for Flight Attendants as a Inflight Supervisor
- Supervised daily airline operation for both ramp service employees and customer service employees for America West Airlines
- Served as a Complaint Resolution Official (CRO) for disabled passengers at Alaska Airlines
- Served as a CARE member (Compassion Assistance Relief Employee) for both Alaska Airlines and America West Airlines

Erik L. Velez

- Received “Alaska Spirit” award for best customer service as a customer service agent at Alaska Airlines
- Received multiple awards from elite mileage plan members for outstanding customer service

Work History

Alaska Airlines

Flight Attendant	(Oct 2011- Present)
Flight Attendant Crew Scheduler	(May 2007-Oct. 2011)
Temporary Flight Attendant Supervisor	(May 2009-July 2009)
Lead Customer Service Agent	(December 2004-May 2007)
Customer Service Agent	(June 2004-May 2007)

America West Airlines

Temporary Customer Service Supervisor	(February 2002-June 2004)
Customer Service Agent	(June 2001-June 2004)
Station Trainer	(February 2002-June 2004)

Education

Central Washington University	(March 2011-November 2011)
Administrative Management Major	

Highline Community College, Seattle	(July 2008-March 2011)
Business Major obtained AAS business degree	

Alaska Airlines, Seattle	(June 2004)
Completed Initial Customer Service Agent training at the top of my class, Received most spirited award upon completion	

America West Airlines, Las Vegas	(June 2001)
Completed Initial Customer Service Agent training at the top of my class	

Pacifica High School, Garden Grove, CA	(1997-2000)
Completed general high school education and received high school diploma	