

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 Administrative Management Major	(March 2011-November 2011)
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Highline Community College, Seattle Business Major obtained AAS business degree	(July 2008-March 2011)
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Alaska Airlines, Seattle Completed Initial Customer Service Agent training at the top of my class, Received most spirited award upon completion	(June 2004)
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America West Airlines, Las Vegas Completed Initial Customer Service Agent training at the top of my class	(June 2001)
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Pacifica High School, Garden Grove, CA Completed general high school education and received high school diploma	(1997-2000)
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