**Brandon JobNexus**

Contact: +555 XXXXXXXXX | Email: brandonjobnexus@jobnexus.com

Australia

Nationalities: United States, Hong Kong, Australia

Dynamic professional with experience in maximizing customer loyalty and business performance. Possesses excellent capability to suggest ideas to improve customer relationships. Proven experience in maintaining cordial relationship with customers, ensuring quality as well as service norms to achieve customer satisfaction and business retention. Passionate and confident professional with logical, incisive and critical problem-solving capabilities. Exceptionally well organized with a track record that demonstrates self-motivation to achieve both corporate and personal goals. Multilingual professional English, French, Cantonese and Mandarin with excellent communications skills.

**WORK EXPERIENCE**

**Airline Guest Services Agent | May 2016 to Present**

Virgin Australia Airlines – Sydney Kingsford Smith Airport, NSW, Australia

**Airline Passenger Services Agent | August 2015 to April 2016**

DNATA Airport Services Limited- Sydney Kingsford Smith Airport, NSW, Australia

**Airline Passenger Services Officer | December 2013 to April 2014**

Hong Kong Airport Services HAS (Qantas Airways Direct IN Team)

**Key Responsibilities**

* Assisted passengers with ticketing, domestic, international and interline check in, and boarding.
* Held a comprehensive understanding to boarder security rules and regulations for visa and associated travel documentation.
* Welcomed and hosted premium guests at the airline lounges.
* Escorted VIP passengers to the aircraft and or boarding gate.
* Language speaker for interpretation and boarding announcements.
* Customer service to the passenger journey.

**EDUCATION**

**Masters of Studio Art,** The University of Taxes **(July 2010)**

**Bachelor of Visual Arts,** The University of Texas **(December 2008)**

**AIRLINE QUALIFICATIONS**

**Certificate II in Aviation (Flight Operations) | May to July 2015**

Aviation Australia, The Leading Aviation Training Organization in the Asia Pacific region

**QANTAS AIRWAYS Mandarin Language Interpretation Certificate**

**QANTAS AIRWAYS Cantonese Language Interpretation Certificate**

Airline System Skills: CM Altea Amadeus, Sabre

**VOLUNTARY WORK EXPERIENCE**

**Halloween Event Performer | August 2014 to October 2014**

Ocean Park Hong Kong Limited

**Halloween Event Performer | September 2012 to October 2012**

Hong Kong Disneyland

**French language Instructor | May 2014 to October 2014**

Little Beetle Language Centre, Yuen Long

**REFERENCES**

**MRX, Leader, crew culture, Virgin Australia Airlines**

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**MRY, manager, crew culture, Virgin Australia Airlines**

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