

Samantha Blake

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Experienced customer service agent returning to aviation with a focus on traveler satisfaction

Former airline customer service agent with 9 years of experience managing passenger needs, resolving flight issues, and maintaining safety compliance. Returning after a career pause to support family, with a renewed focus on problem-solving and team efficiency.

Professional Experience

Customer Service Agent

Delta Air Lines, Atlanta, GA

May 2011 - April 2017

- Handled check-in, boarding, and special accommodations for over 200 passengers daily
- Resolved scheduling issues and rebooked passengers during delays with a 95% satisfaction rating
- Trained 12 new hires in airline policy and service standards

Gate Attendant

United Airlines, Atlanta, GA

August 2007 - April 2011

- Managed pre-boarding procedures and verified travel documentation
- Assisted unaccompanied minors and passengers with reduced mobility

Education

Associate of Science in Hospitality Management

Georgia State University | 2006

Key Skills

- **Baggage handling coordination**
- **Boarding assistance**
- **Conflict resolution**
- **Passenger check-in**
- **Safety compliance**
- **Ticketing systems (Sabre, Amadeus)**