

SALIMAH TARBERT

Gate Agent

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(527) 762-6216

123 Main St, Oklahoma City, OK 73102



PROFILE

Dedicated Gate Agent with 1 year of experience in providing exceptional customer service while managing boarding procedures, flight bookings, and baggage handling. Skilled in multitasking, problem-solving, and maintaining grace under pressure in a fast-paced environment. Eager to contribute to a positive travel experience for passengers while ensuring the timely and efficient operation of the airline.

LINKS

[linkedin.com/in/salimahtarbert](https://www.linkedin.com/in/salimahtarbert)

SKILLS

Check-in procedures

Boarding coordination

Reservation management

Passenger assistance

Baggage handling

Flight updates communication

Conflict resolution

LANGUAGES

English

French

HOBBIES

Collecting model airplanes

Photography

Learning foreign languages

EMPLOYMENT HISTORY

● Gate Agent at Southwest Airlines, OK

Mar 2023 - Present

- Successfully managed boarding for over 75 flights per week, ensuring all passengers were assisted and on board in a timely manner, leading to a 95% on-time departure rate.
- Streamlined the gate announcement process by creating a clear and concise script, reducing confusion and miscommunication among travelers by 60%.
- Assisted in the implementation of the new mobile check-in system, increasing customer satisfaction by 20% and reducing wait times at the gate by 15%.
- Coordinated with ground crew and flight attendants to handle over 1000 passenger-related issues per month, resulting in a 90% resolution rate and increased customer loyalty.

● Junior Gate Agent at American Airlines, OK

Sep 2022 - Jan 2023

- Successfully processed over 100 passengers per day, ensuring timely boarding and departures for over 1,200 flights during a six-month period.
- Streamlined the pre-boarding process for passengers with special needs, resulting in a 25% reduction in boarding time and increased customer satisfaction.
- Resolved 95% of customer inquiries and issues at the gate, decreasing the need for supervisor intervention and contributing to a 10% increase in overall gate efficiency.

EDUCATION

Associate of Applied Science in Airport Management at Oklahoma State University, Stillwater, OK

Sep 2018 - May 2022

Relevant Coursework: Airport Operations, Aviation Safety, Air Traffic Control, Airport Planning and Design, Aviation Law and Regulations, Aircraft Systems, Airport Security, Aviation Economics, and Airport Customer Service.

CERTIFICATES

International Air Transport Association (IATA) Foundation in Travel and Tourism Diploma

Dec 2021

Airport Customer Service Agent Certificate

Mar 2020