

Dolores Dyehouse

Passenger Service Agent

Profile

Passenger Service Agent with 1 year of experience in providing exceptional customer service to airline passengers. Proficient in handling check-ins, boarding, and baggage claims, as well as addressing customer inquiries and concerns. Skilled in utilizing airline software systems and adhering to safety regulations. Dedicated to ensuring a seamless and enjoyable travel experience for passengers.

Employment History

Passenger Service Agent at Piedmont Airlines, VA

Feb 2023 - Present

- Successfully managed the check-in process for over 200 passengers daily, ensuring efficient and timely boarding while maintaining a high level of customer satisfaction.
- Streamlined the boarding process by implementing a new system that reduced average wait times by 15%, resulting in increased customer satisfaction and reduced stress for both passengers and staff.
- Assisted in the training and onboarding of 10 new Passenger Service Agents, leading to a 20% increase in overall team efficiency and improved collaboration among team members.
- Consistently achieved a 98% on-time departure rate, contributing to Piedmont Airlines' reputation for punctuality and reliability in the Virginia area.

Passenger Service Assistant at Delta Air Lines, VA

Jul 2022 - Jan 2023

- Successfully assisted an average of 150 passengers daily with check-in, boarding, and baggage handling, ensuring a seamless travel experience for customers and maintaining Delta Air Lines' reputation for excellent customer service.
- Implemented a new process for managing passenger wheelchair requests, resulting in a 30% reduction in wait times for passengers requiring assistance and a 15% increase in overall passenger satisfaction ratings for the airline.
- Trained and mentored 10 new Passenger Service Assistants, helping to maintain Delta Air Lines' high standards for customer service and contributing to the company's recognition as one of the top airlines for customer satisfaction in Virginia.

Certificates

International Air Transport Association (IATA) Passenger Service Agent Certification

Sep 2021

✉ dolores.dyehouse@gmail.com

☎ (496) 346-9151

📍 1234 Oak Street, Richmond, VA 23220

Education

Associate of Applied Science in Customer Service Management at Tidewater Community College, Norfolk, VA

Aug 2018 - May 2022

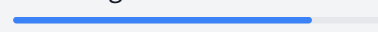
Relevant Coursework: Customer Service Principles, Business Communications, Marketing Strategies, Conflict Resolution, Sales Techniques, Operations Management, and Customer Relationship Management.

Links

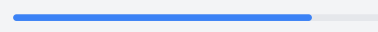
[linkedin.com/in/doloresdyehouse](https://www.linkedin.com/in/doloresdyehouse)

Skills

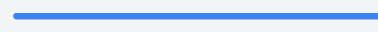
Ticketing



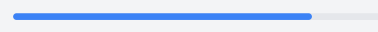
Check-in



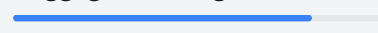
Boarding



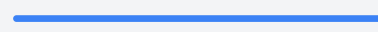
Reservations



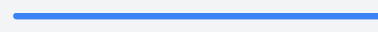
Baggage handling



Customer assistance

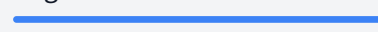


Flight updates



Languages

English



Dutch

