

name

## Experience

3/2/2004 - 11/19/2004 –Seasonal  
8/20/2009 - 11/5/2009 –Seasonal  
4/1/2010 - 11/6/2010 –Seasonal  
3/16/2011 – Present – Permanent

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### Ramp Agent / Ramp Lead

- Experienced with the job responsibilities in both the bag room and the ramp.
- **Responsibilities include but not limited to:**
  1. Safely guiding aircraft to and from its gate
  2. Loading / unloading luggage and cargo in an orderly and timely manner
  3. Service the lavatory and water systems
  4. Dispose of international trash according to USDA standards.
  5. Provide a briefing to crew members to assure everyone understands they're role to help provide for a smoother and safer operation.
- **Equipment certifications include:**
  1. Tug
  2. Belt loader
  3. Water truck
  4. Lavatory truck
  5. Pushback
  6. FMC
  7. Air starter
  8. Ground power unit
  9. Air conditioning unit
  10. Headset
- **Aircraft experience:**
  1. 767-200/300 series
  2. A330-200/300 series
  3. 757-200 series.
- **Awards and recognition include:**
  1. Employee of the month for September of 2010 and June of 2011.
  2. Employee of the year for 2011.
  3. Spontaneous award for assisting several crews during a heavy workload.
  4. Received a promotion from a crew member to a ramp lead in 2011.

6/25/2006 - 3/25/2007

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### Internship

- Responded to trouble tickets and had to diagnose, troubleshoot and repair customer vehicles while under the supervision of a senior technician.
- Informed and educated customers on repairs done and how to properly and safely perform annual checkups.
- Documented all the work accomplished during my internship.

4/05/2007 - 11/15/2007

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HVAC Technician

- I hold an EPA universal refrigeration license.
- Responded to trouble tickets and traveled to customer locations through the use of a company vehicle to diagnose and repair both, residential and light commercial units in the central Florida area.
- Experienced with heat pump units, split systems, package systems, damper systems, and startups.

## Education

*Community College* 2003 - 2010

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- [Associate in Arts - 8-25-2003 – 5-3-2005](#)
- [Associate in Science \(FORD\) – 8-22-2005 – 5-3-2007](#)
- [Associate in Science \(Cisco\) – 8-25-2008 – 12-10-2010](#)

**Certificates include:**

- IT Technician
- Wireless and IT Support Specialist
- Wireless and Advanced Technology
- Computer Specialist
- IP Communications Technician