

CHERYL GOLDIN

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Professional Summary

An enthusiastic, conscientious and positive individual who enjoys responsibility and embraces change. A strong team leader who works well within a multi-cultural environment. Results driven and an excellent communicator and effective motivator who has demonstrated a high degree of initiative, self motivation and flexibility with a commitment to excellence in both an operational and non-operational environment.

Highlights

- Customer aware
- Fluent in [English/German](#)
- Friendly
- Energetic and enthusiastic
- Performance management
- Team leadership
- Team working
- Excellent communicator
- Good negotiator
- Self starter
- Self motivator
- Culturally aware
- Business aware
- PC literate

Work History

Airport Customer Service Manager

03/2014 to 03/2015

British Airways – Miami International Airport-Miami, Florida

Managing 3 departures daily from Miami International Airport to London Heathrow in a safe and secure environment. Maintain clear communication with all key stakeholders at all levels of the business ensuring any issues are addressed and resolved in a timely manner.

Part of a team managing 30 customer service agents ensuring efficient staff allocation, meeting and exceeding our customer service standards and achieving on-time departures.

Effective leadership of a team of 10 customer service agents, including performance management, attendance, training requirements and managing disciplinary action as required,

At times of major disruption liaising with the airport authority to ensure the requirements are met in order to operate an optimum schedule with as little customer disruption as possible.

Rate Agent/Trainer

07/1985 to 05/1987

British Airways – Jackson Heights, New York

- Rate agent responsible of calculation of fares for itineraries with 4 or more.
- flights.
- Telephone assistance line for all Telephone Sales agents in fares and fare.

Airport Customer Service Duty Manager

British Airways/Miami International Airport – Miami, Florida

- Managing 3 departures daily from Miami International Airport to London Heathrow in a safe and secure environment.
- Maintain clear communication with all key stakeholders at all levels of the business ensuring any issues are addressed and resolved in a timely manner.
- Part of a team managing 30 Customer Service agents, ensuring efficient staff allocation, meeting and exceeding our customer service standards and achieving on-time departures.
- Effective leadership of a team of 10 Customer Service agents, including performance management, attendance, training requirements and managing disciplinary action as required.
- At times of major disruption liaising with the airport authority to ensure the requirements are met in order to operate an optimum schedule with as little customer disruption as possible.
- Responsible for recruitment, selection and training of new entrant staff.

Airport Customer Service Duty Manager

British Airways/JFK international Airport – New York

- Same as above however managed approximately 15 BA flights daily and also.
- was often detailed to managing the dispatch of 7 third party flights such as.
- ANA, Aerolinas Argentinas, Cathay Pacific, Iberia, Icelandair, Qantas, Westjet,.
- Staff numbers were approximately 400.

Customer Service Agent/Trainer

British Airways/Newark International Airport – Newark, New Jersey

- Ticketing/Fares Specialist and Operations.
- Responsible for the ticketing and reissuance of BA tickets for customers at the airport.
- All check-in and departure/arrival duties.
- Operations involving briefing the flying staff, pilots and cabin crew.
- Coordinated with airport vendors regarding fueling and catering logistics.
- Often detailed to training ticketing classes to Customer Service agents from BA airports throughout the Western Hemisphere.
- Part of a team who designed and delivered an Amadeus reservations/fares and ticketing course when BA chose Amadeus as their new operating system in 2003.
- Designed and delivered the Amadeus information course for Airport Managers.

Customer Service Airport Manager

05/2007 to 03/2014

British Airways – Jfk International Airport, Jamaica, New York

Same duties as in Miami however managed 15 BA daily departures and arrivals. Was often detached to manage the dispatch of 7 third party flights such as ANA, Aerolinas Argentinas, Cathay Pacific, Iberia, Icelandair, Qantas and Westjet. Staff numbers were approximately 400.

Customer Service Agent and Trainer

09/1999 to 05/2007

British Airways – Newark International Airport, Newark, New Jersey

Ticketing and fares specialist and operations. Responsible for the ticketing and reissuance of BA tickets for customers at the airport. All customer service duties such as check-in and departure and arrival duties.

Operations involving briefing and all documentation for flight deck personnel and cabin crew.

Coordinated with airport vendors regarding fueling and catering logistics.

Often

detached to teach ticketing classes to customer service agents at BA airports throughout the Western Hemisphere.

Part of a team of ticketers who designed and delivered an Amadeus

Reservations, Fares and Ticketing course when BA converted to Amadeus in 2003. Designed and delivered the Amadeus Information Course for airport managers.

Rate Agent

05/1987 to 09/1999

British Airways – Reservations Center, Jackson Heights, New York

Rate agent responsible for calculation of fares for itineraries with 4 or more flights booked. Telephone assistance line for all telephone sales agents in fare rules interpretations. Provided assistance to airport customer service agents in calculating fares for new tickets and tickets for reissuance.

Designed and delivered a basic informational course regarding fare construction, geography and general ticketing to travel agents throughout the USA and Caribbean. This course was an informational course to teach basic fare construction and inform agents on how to read fare ladders. Also taught Round the World course to all BA telephone sales agents in Jackson Heights and Houston reservations centers.

Telephone Sales Agent

07/1985 to 05/1987

British Airways – Reservations Center, Jackson Heights, New York

Handled all incoming calls from BA customers and travel agents to book flight reservations and holiday packages. Worked on the Round-the-World desk and the foreign language desk handling calls from German speakers.

Education

Master of Arts: Journalism and Mass Communication

1983

New York University - New York, New York

Bachelor of Arts: Journalism and Mass Communication

1980

New York University - New York, New York
Journalism and Mass Communication
High School Diploma:
Scarsdale High School - Scarsdale, New York
GPA: Dean's List
Dean's List

1976

Languages
