

**MICHAEL A. FARRELL**

grandprixman2001@yahoo.com

720-297-3506

**Objective**

Seeking a Customer Service Position where I can demonstrate my customer service and communication skills in an airport environment and to enhance efficiency and increase productivity.

**Experience****Aircraft Refueler**

- Refueled passenger aircraft to ensure a sufficient amount of fuel to reach destination
- Inspected completed work to certify that fueling meets standards and that aircraft are ready for operation

**Ramp Agent**

- Loaded and unload cargo and luggage from aircraft, calculate weight and balance of aircraft
- Modified and confirmed passenger seating arrangements onboard aircraft
- Operated ground equipment
- Directed movement of aircraft for take-off and landing correctly and for safety

**Customer Service Agent**

- Printed a physical airline passengers' tickets
- Confirmed passengers' travel information to direct them to the correct flight and gate
- Created alternative travel arrangements for passengers when situation arises
- Resolved passengers' concerns, identified their problems and implemented solutions to retain valuable customers
- Handled passengers' confidential information according to HIPPA protocols and procedures

**Work History**

Aircraft Refueler	Aircraft Services International Group	Denver CO
Ramp Agent	Skywest Airlines	Denver CO
Ramp Agent	United Parcel Service	Denver CO
Ramp Agent	Worldwide Flight Services	Denver CO
Ramp Agent	Air Wisconsin	Denver CO
Customer Service Agent	Northwest Airlines	Denver CO
Customer Service Agent	Canada 3000 Airlines	Vancouver BC
Customer Service/Ramp	Integrated Airline Services	Denver CO
Customer Service	American Airlines/Prospect	Denver CO

**Education**

High School Diploma	Carson Graham Secondary	North Vancouver BC
Airline Tariff Diploma	Tourism Training Institute	Surrey BC