

Francesca Alcalá

BAGGAGE SERVICE AGENT - PROSPECT AIRPORT SERVICES

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Authorized to work in the US for any employer

WORK EXPERIENCE

BAGGAGE SERVICE AGENT

PROSPECT AIRPORT SERVICES - 2017-04 - Present

- Contracted thru American Airlines to assist passengers with baggage pickup and resolve issues with delayed, lost, or damaged items.
- Respond to passenger concerns both in person and over the phone, and must fill out forms according to the nature of the incident.
- Utilize computer software to track and catalogue luggage, to efficiently resolve problems and maintain customer relations when luggage is late, lost or damages.
- Coordinate with delivery company to ensure a 24 hour turnaround for all delayed incidents.

OPERATIONS ASSISTANT

CELINE - 2015-12 - 2017-03

- Manage and ensure completion and reconciliation of all cycle counts and inventories
- Manage shipping and receiving operations to ensure accuracy, integrity, and optimum customer service
- Collaborate with Loss Prevention in all areas of risk management
- Manage and ensure organization of all back office areas, stockrooms, maintenance rooms, alterations areas, and hold areas
- Manage maintenance of all store equipment including office, computer, register, alterations, and communication systems
- Recommend and implement changes to operations policies and procedures as needed

STOCK MANAGER

BOTTEGA VENETA - 2014-12 - 2015-12

- Ensure all shipments are received with proper documentation, along with maintaining quality control
- Manage daily transfers and corporate consolidations in a timely manner
- Prepare new items to be displayed according to visual standard in collaboration with sales team, ensure floor replenishments on a daily basis
- Oversee corporate visual directives on a monthly basis, work closely with our visual director to ensure all directives were carried out according to visual standards
- Undertake inventory operations, and be a stakeholder in monitoring loss-preventions, stock discrepancies, and damages
- Complete weekly cycle counts; completing all appropriate corporate forms accounting for all issues
- Repair specialist; in compliance with corporate standards, completing repairs start to finish
- Foster open and constructive communication with team members, and managers, monitoring the availability and flow of goods between back of house and shop floor

OPERATIONS MANAGER

MAXMARA - 2011-04 - 2014-12

- Partnered with corporate, managing operations for flagship location and 3 additional locations
- Ensure store adhered to company policy with operations and customer service standards
- Managed stock team and cashiers daily to ensure store meets productivity with daily tasks
- Ensured data integrity with pricing, tagging and re-ticketing new merchandise with transaction audits
- Monitored all incoming and outgoing inventory with supervising shipments and transfers
- Actively communicated with management with operational opportunities and action plans
- Exceeded customer service and quality goals, positively impacting business performance ensuring procedural compliance and increase POS clientele capture rate
- Assisted management coordinating in store events, fashion shows and local magazine photo shoots
- Assisted with hiring and screening applicants, along with individual and group training during holiday season.
- Assisted Area VM with floor moves to ensure product representation

KEY HOLDER/SALES ASSOCIATE

FURLA - 2010-03 - 2011-04

LEGAL ASSISTANT/OFFICE MANAGER

FURLA - 2010-06 - 2011-01

ASSISTANT PROJECT MANAGER

GLOBAL PREMIER DEV., INC - 2007-04 - 2010-03

- Establish communication with professional engineers, surveyors, government officials, public works officials, and zoning officials. Verify accuracy, comply with building codes to approve construction drawings, apply for building permits, review cost data to achieve housing development. Negotiated proposals to achieve budget goals.
- Researched impact fees implemented by local government on proposed development. Assessed whether impact fees could be absorbed by Project Owner; and worked with local government to offset impact fees.
- Engaged in community outreach and organize town meetings for proposed housing projects. Organized ground breaking events and award ceremonies for new developments.
- Directed day-to-day office operations, providing fundamental support to company executives and assisting staff in a fast-paced environment with little direct supervision. Managed executive-level calendar, scheduling meetings, coordinating travel, and effectively managing all essential tasks.
- Adept at developing and maintaining detailed administrative and procedural processes that reduce redundancy, improve accuracy and efficiency, and achieve organizational objectives.
- Provided timely, courteous and knowledgeable response to information requests; managed a multiple line phone system, screened and directed all calls; processed and coded all mail.

EDUCATION

AA

ORANGE COAST COLLEGE

SKILLS

Database, Excel, Microsoft Office, MS OFFICE, shipping

ADDITIONAL INFORMATION

People Management Interpersonal

Verbal Communication

Business Management Organizational

Problem Solving

Customer Service

Planning

Multitasking

Computer Skills

Microsoft Office ACT Database Retail Pro

Word Excel Shipping Programs online