

Thomas Young

3313 3rd Avenue South
Minneapolis, Minnesota, United States, 55408
Tel:612-910-5160 Email:tyoung455@gmail.com

Job Objective:

Professional Experience

Aircraft Load Agent | 2007 to Present |Delta Air Lines | Minneapolis, St. Paul

- Conduct daily briefings with my team to relay any objectives for the day and address safety in the operation
- Directed my team to ensure the proper loading/unloading of carho and baggage
- Create a positive, productive work enviornment that supports the team and company concept
- Ensured positive feedback to all mt team members
- Calculate load weights for different aircraft types utilizing the ALIS and Safetrac systems
- Ensured that all JLCC inputs were accurate to ensure a safe dispatch of th aircraft
- Ensured load seperation to all HUB stations were properly loaded
- Emsured an on time departure of all aircraft under my direct supervision
- Maintained the BTC initiative with my team members to ensure a good customer service
- Resolve personnel problems and complaints when they came up

Control Center Coordinator, March 2012 - Present

- Monitor the arrival, parking, refueling, loading, and departure of all aircrafts
- Ensured all FID boards were kept updated
- Communicated with all transfers drivers to ensure proper delivery of baggage
- Ensured open communication with all ramp crews, agte agents, and management of any changes in the operation
- Advise all personnel in regards to construction projects, traffic congestions and updated weather conditons

Transfer Coordinator, November 2007 - Present

- Ensured RTSM was assigned correctly on daily basis
- Ensured proper distribution of agents to specific heavy flights
- Ensured all Dash shipments were allocated to the proper locations to ensure great customer service
- Located any lost or misconnect customer baggage to ensure it made the destination

Equipment Service /ACS, January 200 – November 2007

- Responsible for loading and unloading of aircrafts
- Marshalling, Wing Wlaking and Pushback of all aircrafts
- Operated the radio for the ramp and communicated with the tower and decimated information to agents
- Ensured all agents were utilizing the proper procedures as dictsted by the ground operational manual
- Ensured agents were following all safety procedures established by the FAA and OSHA
- Operated all Ground Power Equipment for all arrival/departing aircarfts
- Spotted for Superior People, Outstanding Team 1/09/2012
- Nominated for the Gaining Altitude Program 2/24/2012

Language: English

References: