



Ari Gael Oaxaca Aburto

EXPERIENCE

April 2023 - July 2024

Passenger Service Agent PHS | Cancun, Mexico

- Assisted passengers with check-in and boarding processes, enforcing compliance with airline policies.
- Tagged baggage and routed to appropriate location for loading and screening.
- Provided exceptional customer service, addressing passenger concerns promptly and professionally.
- Resolved passenger issues with empathetic communication and effective problem-solving techniques.
- Demonstrated adaptability by adjusting quickly to changes in flight schedules or gate assignments.
- Assisted passengers with special needs, ensuring a comfortable and positive travel experience.
- Efficiently processed travel documents, verifying identification accuracy according to security protocols before boarding flights.
- Delivered excellent customer service under high-pressure situations while maintaining a calm demeanor throughout daily operations.
- Improved language interpretation support for international travelers by leveraging multilingual abilities when necessary.
- Managed ticket sales and reservation inquiries, utilizing thorough knowledge of fare structures and pricing strategies.
- Announced flight status updates and information about gate changes over PA system.
- Collaborated with airline personnel to facilitate seamless coordination between departments.
- Provided high level of customer service to each person by engaging customer and using active listening and effective interpersonal skills.

EDUCATION

August 2017 - July 2020

Certificate | Tourism

Colegio de Bachilleres PLantel Cancun 2, Cancun

- High School with speciality in Tourism

LANGUAGES

Spanish, Inglés: Idiomas principales

Russian: A1
Beginner

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📅 20/06/2002

🇲🇽 Mexican

SUMMARY

Dynamic individual with customer service background. Skilled in complaint handling and conflict resolution. Offers flexible schedule and upbeat demeanour.

SKILLS

- Airline reservation systems
- Check-in processes
- Checking in passengers
- Coordinating schedules
- Travel documentation
- Reservations
- Cross-cultural sensitivity
- Language proficiency
- Adaptability
- Multitasking Abilities
- Problem-solving abilities