



CONTACTO



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Jr. Atahualpa 145 Dpto. 4
Rimac.

EDUCATION

High School Certificate
I.E. Colegio "Signos de Fe" N°117
2006 - 2010

Primary Certificate
I.E. N°125 "Ricardo Palma"
2006 - 2010

COURSES AND CERTIFICATIONS

**AERONAUTICAL TRAINING CENTER
NORTH AVIATION TRAINING CENTER
(NATC)**
Handling Agent Specialization | May,
2015 - Present

**PROFESSIONAL AVIATION STUDY
CENTER - DISCOVERY**
Commercial aviation Specialty:
Computerized Counter in the AMADEUS
system | 05/2012 - 04/2014.

EVA GRABIEL

COSTUMER SERVICE

PROFILE

Graduated from the Commercial Aviation career with more than a year of experience in the field of aviation and tourism in areas such as customer service and counter. I am a person with a vocation for service, responsible, punctual, dynamic, efficient with initiative and creativity in new and temporary situations, I have aptitudes for teamwork and under pressure without diminishing my quality of service. With the ability to communicate in certain languages which has allowed me to offer an excellent service

WORK EXPERIENCE

January 2024 - September 2024
OCEANÍA VISTA
Utility Hotel

- Clean, maintain hygiene standards, ensure cruise passengers are comfortable, and assist passengers with laundry

2019 - 2023
LIMA AIRPORT PARTNERS
Terminal Agent

- My main responsibility was to guarantee the safety of users within the airport facilities.
- It is also responsible for the supervision, control and surveillance of the terminals, the aircraft apron and access to the airport.
- Provide information/guidance when required by airlines, concessionaires, passengers and other airport users.

03/2019 - 10/2019
AEROMEXICO (TALMA)
customer service agent

- In charge of offering a wide range of valueadded services at the AIJCH for clients, these are: Documentation of departing clients, boarding them, reception of arriving clients, special services (unaccompanied minors, clients in wheelchairs), migratory processes.

IDIOMAS

English advanced



Spanish advanced



Italian basic



Portuguese basic



KNOWLEDGE COMPUTERS

- Word Intermediate
- Excel Intermediate
- Powerpoint Intermediate

SKILLS

- High level of responsibility
- Effective communication and interaction
- moral and professional ethics
- critical and analytical thinking
- Organization and self discipline

01/2018 - 04/2018

LCPERU

Internal Supervisor

- In charge of the Passenger Service staff Organizes work shifts, supervises the billing process, solves doubts and problems with passengers, Orders shipments, Maintains permanent contact with the Operations Office

01/2016 - 12/2017

LCPERU

Traffic agent

- In charge of receiving clients at the airport, carrying out their check-in and subsequent boarding, giving them their flight information in a clear and timely manner, guiding them in an agile and safe way in the information of their gate and departure time.

05/2014 - 05/2015

LIMA AIRPORT PARTNERS

Professional Trainee Terminal Agent

- Passenger service in various areas such as international departures, international arrivals, security control and passenger transit, as well as providing guidance in the customer service module.

07/2013 - 10/2013

AGENCIA DE VIAJE "GIRATOUR"

Sales - Customer service

- In charge of organizing trips, serving tourists, and offering travelers information about tourist attractions and activities they can do in a certain place