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Argentina



DNI: 23978846

EDUCATION

Aircraft Dispatcher, aviation
Technical Aeronautical Education School No. 32,
Resistencia city
February 2006 - December 2006

Literary Technical-Scientific
Translator in English, English
National Institute of Higher Educ. Olga Cossettin, Rosario,
Santa Fe
February 1993 - December 1995

Bachelor in Commercial
Sciences, Secondary level
education with a focus on
commercial sciences and
business studies
National School of Commerce Libertador, Rosario, Santa Fe
February 1988 - December 1992

LANGUAGES

Spanish native language

VANINA FERNÁNDEZ SANTORO

SUMMARY

Professional with excellent organizational skills and extensive work experience. I am known for being a hardworking person who enjoys working in a team and strives to give my best. Seeking a new job opportunity to further my career.

EXPERIENCE

July 2008 - August 2024

Aerolíneas Argentinas - Aircraft Dispatcher, Puerto Iguazú, Misiones
Weight and balance control of the aircraft to ensure flight safety. Constant communication with the crew and ground staff. Supply of information for safe and efficient flight management. Activation of necessary procedures in situations requiring a change of route. Coordination with airport authorities and regulatory bodies. Conflict management and problem resolution in stressful situations. Supervision of compliance with safety and service quality regulations, hygiene protocols, and disease prevention. Participation in emergency aviation drills and training. Activation of airport emergency protocol in case of severe weather or other incidents. Identification of meteorological factors and other unforeseen events capable of negatively affecting flights.

April 2004 - July 2008

Aerolíneas Argentinas - Check-in Agent, Puerto Iguazú, Misiones
Customer service at check-in counters and boarding gates. Coordination with catering and aircraft cleaning services. Assistance to passengers with special needs and unaccompanied minors. Advising passengers on baggage regulations and prohibited items. Verification of documentation and compliance with passenger immigration requirements. Coordination and supervision of passenger boarding and disembarkation operations. Conflict management and problem resolution in stressful situations. Participation in emergency aviation drills and training. Management of flight reservations, changes, and cancellations according to established protocols. Supervision of compliance with hygiene and disease prevention protocols. Supervision of compliance with safety and service quality regulations. Participation in the implementation of new internal policies and procedures. Management of lost baggage and tracking of passenger claims (worldtracer system).

December 2003 - April 2004

Aerolíneas Argentinas - Sales Agent, Puerto Iguazú, Misiones
Management of changes and cancellations of reservations, telephone and email reservations. Customer service in multiple languages, resolving doubts and inquiries about reservations. Coordination with other departments to ensure customer satisfaction. Advising customers on offers, rates, and availability.

February 1997 - December 2003

Normal Superior N 8 School - English Teacher, Puerto Iguazú, Misiones
Generation and maintenance of an organized classroom environment that promotes learning. Participation in parent-teacher meetings to report on student progress. Design and implementation of fun and dynamic activities to encourage

English

Advanced

Portuguese

Upper intermediate

Francés:

Elementary

language learning. Planning and execution of the annual program for assigned courses. Evaluation of student progress through periodic tests and exams. Teaching English classes adapted to students of various ages and levels. Planning and development of English lessons adapted to different levels and ages. Organization of events and cultural activities to promote interest in the English language. Participation in teacher training and professional development courses to improve pedagogical skills.

February 1997 - December 1997

Lincoln Institute - Extracurricular English Teacher, Puerto Iguazú, Misiones

Preparation of students for official English exams. Promotion of a respectful and tolerant classroom environment, valuing cultural diversity. Design of didactic activities adapted to the academic level of each student. Coordination with other teachers and school staff to ensure a comprehensive approach. Application of different foreign language teaching techniques (FISK method).

SKILLS

Effective Communication - Stress
Management - Pedagogical Skills
Teamwork Multitasking - Adaptability -
Conflict Resolution - Active Listening
Public Speaking - Time Management