

Quinn Kamara

Passenger Assistance Coordinator

Passenger assistance professional with 6 years of experience coordinating wheelchair escorts, unaccompanied minors, and priority boarding across airline environments. Raised quarterly customer satisfaction scores from 3.6 to 4.3 by redesigning the pre-boarding briefing process. Skilled in Sabre, Amadeus, and CRM Software, with a background in training staff on ticketing workflows and TSA security requirements.

CONTACT INFORMATION



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Kearney, NE 12345

KEY SKILLS

- Sabre
- Amadeus
- CRM Software
- DOT and FAA Regulations
- TSA Security Requirements
- IATA Standards
- ADA Compliance
- Conflict De-escalation
- Gate and Boarding Operations
- Microsoft Excel

PROFESSIONAL EXPERIENCE

2023 - Present

Passenger Assistance Coordinator, Platte Valley Aviation Services, Kearney, NE

- Served an average of 37 VIP and special-needs passengers per week, coordinating wheelchair escorts, unaccompanied minors, and priority boarding in compliance with ADA and DOT regulations.
- Raised quarterly customer satisfaction scores from 3.6 to 4.3 by redesigning the pre-boarding briefing process and adding proactive gate announcements.
- Trained 7 new staff members on Sabre ticketing workflows and TSA security requirements, reducing their ramp-up period from 6 weeks to 4 weeks.
- Contacted travel agents and corporate accounts by phone and email to confirm group reservations, verifying visa and medical documentation for 14 international itineraries per month.

2021 - 2023

Customer Service Agent, Sandhill Regional Air, Grand Island, NE

- Trained 4 new hires on self-service kiosk troubleshooting and gate reader operations, cutting their first-week error count from 9 to 3 per shift.
- Assisted an average of 29 VIP and special-needs travelers per week, arranging jetway escorts and connecting-flight coordination in Amadeus.
- Informed passengers of travel time changes and connection updates via PA announcements, covering 8 gates across 2 concourses during peak hours.
- Improved the station customer satisfaction score from 3.8 to 4.1 by initiating a same-day follow-up call process for escalated service cases.

2020 - 2021

Ticket Counter Agent, Loup River Airways, Kearney, NE

- Made and confirmed reservations using Sabre for up to 74 bookings per shift, including seat assignments, upgrades, and itinerary modifications.
- Guided 16 special-needs passengers per week through check-in and security preparation, ensuring compliance with FAA and IATA carry-on and mobility-device standards.
- Compiled daily gate activity reports in Microsoft Excel, tracking boarding counts and schedule variances for a 5-gate terminal.

EDUCATION

Bachelor of Science, Communication Studies

University of Nebraska at Kearney, Kearney, NE | 2016 - 2020