



Ingrid Underwood

Lead Agent

Experienced in assisting up to 213 passengers daily across check-in, boarding, and gate operations while maintaining seat inventories in Sabre and Amadeus. Achieved a first-contact resolution rate of 88.04% on escalated passenger concerns by implementing a structured callback protocol for unresolved cases. Prepares and reconciles customer invoices for excess baggage, upgrade fees, and ancillary charges across 6 years of airline customer service.

CONTACT INFORMATION

 (603) 555-0125

 ingrid.underwood@example.com

 Claremont, NH 12345

KEY SKILLS

- Sabre
- Amadeus
- Self-service kiosk operations
- Gate reader and scanner operation
- DOT and TSA compliance
- IATA standards
- Conflict de-escalation
- Fare calculation and invoicing
- PA announcement procedures
- Microsoft Excel

PROFESSIONAL EXPERIENCE

2023 - Present

Lead Agent | Upper Valley Air Services, Lebanon, NH

- Assist an average of 213 passengers daily with check-in, boarding, and itinerary changes, managing 6 departure gates during morning and afternoon peaks.
- Reduced average complaint resolution time from 14 minutes to 9 minutes by creating a quick-reference guide for rebooking and fare-adjustment procedures in Sabre.
- Achieved a first-contact resolution rate of 88.04% on escalated passenger concerns by implementing a structured callback protocol for unresolved cases.
- Prepare and reconcile customer invoices for excess baggage, upgrade fees, and ancillary charges, processing an average of \$3,430 in daily payments.
- Maintain computerized seat inventories in Sabre, updating available passenger space across 18 flights per shift and flagging overbooking thresholds 45 minutes before departure.

2021 - 2023

Customer Service Agent | Granite Peak Aviation Group, Manchester, NH

- Assisted 178 passengers per day with document verification, seat assignments, and boarding using Amadeus and self-service kiosks.
- Shortened complaint resolution time by 22.42% by pre-staging rebooking options for delayed and canceled flights before passengers reached the counter.
- Sustained a first-contact resolution rate of 84.3% across the concourse, resolving fare disputes, lost-item inquiries, and connection concerns on the spot.
- Kept gate and check-in counter information displays clean and current during 9-hour shifts, replacing outdated signage within 7 minutes of schedule changes.

2020 - 2021

Customer Service Agent | Cold Brook Regional Airlines, Concord, NH

- Assisted an average of 124 passengers daily at a 4-gate terminal, handling check-in, boarding passes, and carry-on compliance checks per FAA regulations.
- Reduced complaint resolution time from 18 minutes to 13 minutes by coordinating directly with ramp supervisors on baggage-status updates.

- Maintained computerized inventories of available passenger space in Sabre, providing real-time seat availability to 6 ticket counter agents per shift.

EDUCATION

Associate of Science, Business Management

River Valley Community College, Claremont, NH | 2018 - 2020