



Xavier Yang

Station Supervisor

CONTACT INFORMATION

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 Raton, NM 12345

EDUCATION

- Bachelor of Arts in Communication Studies
New Mexico State University
Las Cruces, NM | 2010 – 2014

KEY SKILLS

- Sabre
- Amadeus
- Self-service kiosks
- PA announcement systems
- Microsoft Excel
- CRM software
- DOT and FAA regulations
- TSA security requirements
- IATA standards
- CSAT reporting
- Gate operations management

ABOUT ME

Experienced in gate operations management, CSAT reporting, and TSA compliance across 12 years of airline customer service work, including 9 years in lead and supervisor roles. Cut missed-connection complaints from 31 to 12 per month over 8 months by restructuring boarding announcements and adding proactive delay notifications across 9 departure gates. Proficient in Sabre, Amadeus, Microsoft Excel, and PA announcement systems.

PROFESSIONAL EXPERIENCE

Station Supervisor | Mesa Verde Regional Aviation, Raton, NM

2020 – Present

- Cut missed-connection complaints from 31 to 12 per month over 8 months by restructuring boarding announcements and adding proactive delay notifications across 9 departure gates.
- Reduced average service wait time from 11 minutes to 4 minutes per passenger by reassigning counter staff during peak boarding windows and staggering kiosk availability.
- Sustained a station CSAT survey score of 4.7 by rotating agents through a weekly role-play drill on fare explanations and schedule-change notifications.
- Opened and closed the information counter for 6 morning and 3 evening shifts weekly, verifying TSA compliance logs, gate reader calibration, and PA system function before operations began.

Lead Customer Service Agent | Sangre de Cristo Airways, Trinidad, CO

2017 – 2020

- Cut service wait time at the check-in counter from 9 minutes to 5 minutes by redesigning the queue flow and adding a second self-service kiosk lane.
- Answered passenger inquiries on schedules, accommodations, and rebooking policies at a 5-gate terminal, using Sabre to confirm itinerary details for connecting flights.
- Reduced lobby wait time by an additional 2 minutes during holiday surges by pre-positioning a roving agent with a tablet to handle document checks before passengers reached the counter.
- Compiled weekly KPI reports in Microsoft Excel tracking wait times, feedback scores, and boarding-sequence compliance for station management review.

Customer Service Agent | Cimarron Basin Air Partners, Raton, NM

2014 – 2017

- Verified travel documents and issued boarding passes for an average of 52 passengers per departing flight, escalating any visa or identification mismatch to the lead agent before boarding.
- Announced arrival and departure information using the PA system for up to 7 flights per shift, keeping each announcement under 40 seconds to reduce concourse noise.
- Reduced average service wait time by 3 minutes per passenger by pre-sorting boarding passes and verifying travel documents before the queue opened.