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CAREER OBJECTIVE

To join in a company that provides its employee for Professionalism, open communication, opportunity for personal development, performance recognition, and a commitment to the highest standard of service.

WORK EXPERIENCE

PAL Express (dba Philippines Airlines)

January 10, 2014 to March 12, 2021

□ Airport Operations Head

- Generally responsible for managing and controlling operational risks of Clark Station (Clark International Airport) for Philippine Airlines and PAL express.
- Generally tasked to ensure that all policies, guidelines, procedures, and internal controls set by management and other regulatory bodies.
- Ensure adherence to existing internal control procedures with the highest quality of service, on time performance, safety, and security.
- Supervising the operations such as check in, passenger handling, cargo operations and ticketing, Weight and balance of the aircraft
- Manage all services and activities of Clark International Airport, including contracted services
- Manage daily activities of the airport with major emphasis on safety.
- Select, train, motivate, supervise, and evaluate Airport Division support staff; assign duties and responsibilities, delegate assignments; make work schedules, training plans; participate in conducting performance evaluations; work with employees to correct deficiencies; and participate in implementing corrective actions.
- Research and recommend capital improvements; prepare justifications, grant requests and other documentation, as necessary.
- Ensure that company safety standards are maintained, and adequate precautions are always taken to safeguard passengers, aircraft and personnel.
- Ensure that incase of flight delays/disruptions, all the necessary actions and advisories pertaining to the handling of passengers, loads, aircraft and crew are undertaken.
- Liaises with local airport, CIQ and government authorities as well as other airlines on matter affecting Philippine Airlines and PAL Express operations.
- Monitors the performance of local ground handling agent or service providers ensuring that services rendered in accordance with company standards.
- Ensures the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety and security requirements.
- Ensures that Ground handling personnel that perform operational duties and handle PR flights have completed required trainings within the scope of airport operations, that the Ground Handlers maintain and retain such training records within the required retention period.
- Ensures control of ground handling operations including making decisions regarding the management of safety and security outcomes at their stations.
- Adheres to the Quality Standards of PALEX and Philippine Airlines as stated in the applicable operations manuals, is responsible for the quality of his work and strive for continuous quality management.

- Promptly reports any occurrences that may or jeopardize company resources and its operations, particularly any violation of existing security policies, processes and procedures to prevent unlawful acts and acts of unlawful interference to civil aviation.
- To serve as the central coordinator of quality information and programs within the station; and, to serve as QAD's point of contact to the station in matters about Quality Management Program.
- Assigned as Airport Operations Manager in Tacloban Airport, Iloilo International Airport for 2 years, Cagayan De Oro Station (Laguindingan Airport) for 2 years and 2 years at Clark International Airport.
- Licensed Load Control for weight and balance
- Utilization of Global Distribution System (GDS) Sabre and Amadeus System for Check in process, boarding passengers, viewing of ticket records, creation of booking, rebooking and other details for passenger ticket/s.

☐ Pollution Control Officer Region 3 and 10 (DENR Registered)

☐ Line Trainer

- Passenger and Baggage Handling
- Human Factors (Passenger Handling)
- Air Carrier Access Act
- Passenger and Baggage Handling
- Passenger Door Opening
- Basic Customer Service
- Personality Development
- IATA Operation Safety Audit for PAL Express Airport Service Department Manila Station

☐ Lead Passenger Service Agent/ Senior Ground Attendant Dec 2012 to Dec 2013

- Provide consistent quality of service and exceptional assistance to all customers at the designated areas such as (but not limited to) check-in counters, boarding gates, transfer desk (disruption unit), offices, ramp, arrivals and special handling section in line with the agreed service standards and procedures with our airline customers and to ensure the compliance of laid down safety and security procedures and local authorities are implemented accordingly for Philippine Airlines and PAL Express as a client of Excellent Workers Multi-Purpose Cooperative Inc.
- Responsible to monitor and motivate my subordinates by briefing them.
- Assists with Announcements, Boarding and any delays or overbooking of flights.
- Provides assistance to all passengers to the highest standard of customer service at all times, especially in the event of delays, cancellations and diverted flights.
- Utilization of system called SABRE INTERACT for checking in passengers based on their specific flights and providing labels on their check-in baggage to implement sufficient and satisfactory customer service.
- Inform passengers about safety procedures and baggage limitations based on weight and hazardous materials that should be excluded.
- Assist passengers based on their special needs and promote ethical responsibilities.
- Provision of an accurate recap to the passengers regarding their boarding gate assignments, Boarding time and their specific flight details.
- Be cautious to pregnant passengers and compromised passengers to prevent any future problems concerning any physical or medical tribulations.
- Interacting with passengers in the event of flight cancellations and provide multiple options in compensation to their inconvenience.

EDUCATION

Tertiary

Bachelor of Science in Tourism Management
Major in Airline Operations
PATTS College of Aeronautics
Graduated as Sterling Wings Awardees'

June 2008 – March 20, 2012

Secondary Education

The Fisher Valley College

June 2004 – March 2008

TRAININGS/SEMINARS ATTENDED

Philippine Airlines Learning Center

- Philippine Airlines License Load Controller for Weight and Balance June 07, 2019
- Dangerous Goods Category 6
- Amadeus System Althea (Customer Management, Flight Management, Reservations and ARD Web)
- Basic Pollution Control Officer (DENR) Jan. 08 – 12, 2018
- Designated Safety Officer of Mindanao Cluster Jan 16 – 18, 2018
- Pollution Control Officer of Airport Services Department October 25, 2017
- Fire Protection & Prevention by World Safety Organization July 19, 2017
- Security Awareness February 11, 2014
- Safety Management System February 11, 2014
- Philippine Airlines – A tradition of Service February 10, 2014
- Boarding Announcement February 05 – 06, 2014
- Customer Service Workshop February 03 – 04, 2014
- Passenger Door Opening January 31, 2014
- Human Factors for Passenger Handling January 31, 2014
- Dangerous Goods Awareness – Passenger January 31, 2014
- Pal Express and Philippine Airlines Sabre System January 29 - 30, 2014
- Air Carrier Access Act / Credit Card January 28, 2014
- Integrated Passenger & Baggage Handling January 20 - 27, 2014
- Professional Image January 17, 2014
- One Look, One Customer Experience for CSA's February 27 – March 01, 2013

Pal Express

- Train the Trainer: Human Factors for Passenger Handling (Airside & Landside) December 13, 2014
- Safety Management System Level 1 July 26, 2013
- Safety and Security Awareness December 07, 2013

Rotary International

- New Generations: Reaching within to Embrace Humanity August 15, 2011

PATTS College of Aeronautics

- Supply Chain Management January 29, 2011

PATTS Tourism Society (PTS)

- Cruising: An Exploration of Tourism Through the Cruise Line Industry September 19, 2010
- Leadership Training Seminar August 1, 2010
- Filipino Prime movers: Enticing Tourists through Popular Filipino Cuisines & Festivals February 28, 2010

SKILLS

- Customer Service
- Operations Management
- Strategic Planning
- Leadership skills
- Record maintenance skills
- Can undertake work pleasure
- Proficient in customer service-related job
- Computer Literate (Microsoft Software Applications)
- Multitasking skills
- Load Control (Weight and Balance)
- Global Distribution System (GDS) Sabre and Althea Amadeus (Customer Service System, Flight Management System, ARD Web, Reservations)

