

# SHARON HARVELL

## Airport Ramp Agent

(555) 123-4567

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Orlando, FL



### PROFESSIONAL SUMMARY

Dedicated airport ramp agent with 6+ years of experience in baggage handling, equipment operation, and ensuring safety compliance. Eager to contribute to the efficient operations of Orlando International Airport by providing excellent service in a high-paced environment.

### EDUCATION

#### High School Diploma

Orlando High School – Orlando, FL

Graduated: May 2019

#### Certifications

- OSHA Safety Certification
- Ground Support Equipment Training (GSE)
- First Aid and CPR Certification

### SKILLS

- |                                      |        |
|--------------------------------------|--------|
| • Baggage handling                   | Expert |
| • Aircraft marshalling               | Expert |
| • Ground support equipment operation | Expert |
| • Safety compliance                  | Expert |
| • Inventory management               | Expert |
| • Radio communication                | Expert |
| • Problem-solving                    | Expert |
| • Teamwork                           | Expert |
| • Multitasking under pressure        | Expert |

### AWARDS

- Employee of the Month – Delta Airlines (October 2022)
- Outstanding Service Award – American Airlines (December 2020)

### EXPERIENCE

2021 - Now

#### Ramp Agent

##### Delta Airlines / Orlando, FL

- Safely load and unload baggage and cargo onto various aircraft, ensuring the timely turnaround of flights.
- Operate ground support equipment, including belt loaders, tugs, and high-lift vehicles.
- Follow airport safety protocols, ensuring compliance with all FAA and TSA regulations.
- Coordinate with flight crews and other airport staff to ensure smooth operations during peak travel times.
- Perform routine maintenance checks on ground equipment, reducing downtime and increasing efficiency.

2019 - 2021

#### Ramp Agent

##### American Airlines / Orlando, FL

- Worked in a team to manage baggage, cargo, and mail deliveries.
- Assisted with aircraft marshalling and ensured that aircraft are positioned correctly on the tarmac.
- Provided exceptional service to both crew and passengers by ensuring a smooth and efficient boarding process.
- Assisted with aircraft cleaning before and after flights, maintaining cleanliness and safety.