

Lead Ramp Agent

Michael Davis

Professional summary

Experienced lead ramp agent with over 11 years in ground operations and team leadership. Proven track record in managing airport ramp services, ensuring operational efficiency, and maintaining safety standards. Seeking to apply expertise at Los Angeles International Airport to oversee ramp services and improve team performance.

Experience

Lead Ramp Agent

July 2018 - Now

Southwest Airlines / Los Angeles, CA

- Supervise a team of ramp agents, providing training and ensuring compliance with safety regulations and company policies.
- Coordinate with flight crews, ground operations, and other departments to ensure on-time departures.
- Oversee the loading and unloading of cargo, ensuring weight distribution and safety compliance.
- Conduct routine inspections of equipment and machinery to ensure proper functionality.
- Address and resolve operational challenges quickly to minimize delays and improve service efficiency.

Ramp Agent


March 2014 - June 2018


JetBlue Airways / Los Angeles, CA


- Performed ramp operations including baggage handling, aircraft marshalling, and equipment operation.
- Assisted in fueling and de-icing aircraft, ensuring safety protocols were followed at all times.
- Provided excellent customer service by ensuring timely and accurate baggage deliveries.
- Collaborated with airport staff to maintain a safe and organized work environment.

References

Available upon request.

 (555) 543-2109

 michael.davis@email.com

 Los Angeles, CA

Education

Associate Degree in Aviation Management

Los Angeles Community College – Los Angeles, CA

Graduated: May 2014

Professional Training

- FAA Safety Management Systems (SMS) Training
- Leadership Development Program – Southwest Airlines
- Airport Ramp Safety Compliance – Federal Aviation Administration (FAA)

Skills

Ramp operations management	<div><div></div><div></div><div></div><div></div><div></div></div>
Ground support equipment operation	<div><div></div><div></div><div></div><div></div><div></div></div>
Team leadership	<div><div></div><div></div><div></div><div></div><div></div></div>
Safety compliance	<div><div></div><div></div><div></div><div></div><div></div></div>
Scheduling and logistics	<div><div></div><div></div><div></div><div></div><div></div></div>
Problem-solving	<div><div></div><div></div><div></div><div></div><div></div></div>
Conflict resolution	<div><div></div><div></div><div></div><div></div><div></div></div>
Time management	<div><div></div><div></div><div></div><div></div><div></div></div>
Effective communication	<div><div></div><div></div><div></div><div></div><div></div></div>
Customer service	<div><div></div><div></div><div></div><div></div><div></div></div>