

Marie Joana Budiao

Personal Statement

A motivated and passionate mother of four amazing children between ages 5 and 13 years old and proud wife to my husband of 14 years with successful experience in the Aviation Industry and customer service. Currently seeking for a new challenge which will enhance interpersonal skills and abilities to make significant contributions toward the achievement of company goals.

Experience

English Teacher, SER FORMAZIONE; Ascoli Piceno, Italy – Oct/Nov 2021-present
An enthusiastic teacher committed to ongoing professional development and improvement including keeping current in subject matter knowledge, learning theory and instructional techniques.

Customer Service Agent -Admin, Emirates Airlines; Dubai, UAE – Aug. 2005 - Nov. 2007

- Provide the highest level of services and solutions to customers with an aim to achieve maximum customer satisfaction.
- First and Business Class Check-in Priority handling.
- Administrative duties such as providing customers and staff support, filling documents, flight plan printing, scheduling and managing duty roster, etc.
- Manage difficult conversations and resolve conflicts, ensuring all processes are followed and rules are adhered at all times.
- Courtesy and efficiency extended for both clients and colleagues.

Passenger Service Agent - Departure Flight Controller, Sharjah Airport Authority; Sharjah, UAE – Mar. 2004 - Jul. 2005

- Servicing to customers, maintain excellent customer relation, resolve customer complaints timely and effectively.
- Flight editing and control, efficiency in passenger computerised and manual check-in
- Airline Clients: Air Arabia, Egypt Air, Syrian Airways

Senior Passenger Service Agent, Manila Integrated Airport Services Corporation MIASCOR; Manila, Philippines – Sep. 2000 - Feb. 2004

- Pre-flight preparation, editing, boarding procedures and gate announcements
- Responsible for day to day operations (departure and arrivals), documentation and filing
- Implement best method and maintain smooth check-in process for passengers
- Airline Clients: British Airways, Qantas Airways, Swiss International Airlines, Japan Airlines, Malaysian Airlines, Saudi Arabian Airlines, China Southern Airlines.

Education	University of Santo Tomas, Espana Manila, Philippines Bachelor of Science in Tourism June 1996 - March 2000 Florentino Torres High School June 1992 - March 1996 Theodoro Yangco Elementary School June 1986 - March 1992
Trainings	International Passenger Handling Basic Japanese Training Course Canadian Visa Documentation US American Visa Anti-Fraud / Visa and Passport Checking Departure Control System Customer Service Awareness Coaching for Proficiency Basic Safety Course
Skills	Multi-tasking Household Management and Finance Inventory Management Data Entry and Social Media Customer care
Language	English - Native Filipino/Tagalog - Native Italian - Elementary Arabic - Basic Comprehension
References	Available upon Request