**Soraya Krisya C.Lareta**

Bur Dubai, opposite Burjuman

Mobile: +971-055- 719- 2398

Email: aya.lareta@yahoo.com

**CAREER OBJECTIVE**

To obtain a position in a company where I can demonstrate my skills, use the knowledge gained in the Airline Industry, Interface with Customers and be able to be Flexible and Adaptable to working in a progressively changing work environment.

**WORK EXPERIENCE**

 **PASSENGER SERVICE AGENT/ AIRLINE GROUND STAFF**

 **NAS (NATIONAL AVIATION SERVICES) KUWAIT**

Kuwait International Airport

 Kuwait ; June 02,2012 – October 22, 2013

 **PASSENGER SERVICE AGENT/ AIRLINE GROUND STAFF**

 **EMIRATES**

 **DNATA (DUBAI NATIONAL AIR TRAVEL AGENCY) MANILA**

 **UNDER EWMPC MANPOWER AGENCY**

3rd floor, IPT 1 Bldg., Ninoy Aquino International Airport

 Pasay City Philippines ; October 16,2009 – July 28, 2011

**PASSENGER SERVICE AGENT**

* Provides excellent Customer Service
* Checks in Passengers at the Desk Counter and Ensures Proper Handling of luggage.
* Gate lead Agent that makes public announcements and coordinates Passengers’ Aircraft Handling and Deplaning in the Gate area.
* Providing Connecting flight information and direction assistance.
* Responds to Passengers needing special assistance.
* Entertains Passengers complaints.
* Assists Passengers in a friendly, courteous and prompt manner.
* Guides and gives information to passengers especially the first time travelers regarding the next step after the desk counter.
* Answers questions and offer information covering a wide variety of Airline or Airport related topics.
* Does Administrative Office tasks

**EDUCATION**

**Tertiary**

June 2005 – April 2009 De La Salle LipaUniversity

                         B.S. Tourism

  J.P Laurel National Highway , Lipa City,

 Batangas, Philippines

**Secondary**

June 2001 – March 2005 St. Bridget College

 Batangas City

**SEMINARS/ TRAININGS ATTENDED**

 **Basic Occupational Safety And Health Training**

Classique Resort and Hotel, Philippines

 June 24, 2014 – June 28, 2014

 **Airside Safety Training**

NAS Headquarters, Kuwait

 June 15, 2012 – June 16, 2012

**Dangerous Goods Category 9**

NAS Headquarters, Kuwait

 June 10, 2012- June 13, 2012

**Integrated Safety Management System**

NAIA Terminal 1, Pasay City

 July 15, 2011

 **Human Factors For Airport Handling**

NAIA Terminal 1, Pasay City

 August 26, 2010

 **Dangerous Goods for Passenger Handling**

 NAIA Terminal 1, Pasay City

 March 09, 2010

**Basic Passenger Service Course**

Dnata Inc., NAIA Terminal 1,Pasay City

 May – June, 2009

 **Gulf Air Airport Services**

Passenger Service Department

 NAIA Terminal 1, Pasay City

 February 03- February 27, 2009

 **Gulf Air CARGO** Trainee

Reservations & Accounting

4/F PAIRPAGS BLDG, Pasay City

 November 03 2008 – February 26, 2009

**Student Educational Airline Seminar on**

 **Airport Passenger Handling, Introduction to**

 **Airline Ticketing and Human Factor Briefing**

 Philippine Airlines Learning Center

 October 02, 2008

**Abacus Functionalities for Tourism**

Passer with a grade of 93%

Trafalgar Plaza , Makati

 February 11-15, 2008

 **Survival Swimming Training**

Fernando Airbase Aeronautical Center

 J.P Laurel Highway Lipa City

 June 15 – October 23, 2009

**Travel Professions in the Cruise Industry**

            Magsaysay Training Center

             Ermita, Manila , Philippines

September 04, 2007

**PERSONAL INFORMATION**

Born on March 01, 1988 in Libjo D’ Hope, Batangas City, Philippines. 26 years of age,5 foot 2 inches in Height and 53 kilos in Weight and Single. A Computer literate. Knowledgeable in Microsoft Office utilities such as MS PowerPoint, and MS Word. Also knowledgeable in Computer Reservation System, Abacus. Able to work independently, a proven team player and have the ability to work under pressure. Tactful in handling people and Outgoing. Has zest for learning, has High stress tolerance & very much willing to be trained. Alert.

**CHARACTER REFERENCE**

**Rhoda Evangelista**

**Emirates KWI**

**Airport Services Agent**

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Office Number : +02- 852- 1409 ; +02- 879- 6266

**Brenda Orias**

**Emirates MNL**

**Airport Services Manager**

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Office Number : +02- 852- 1409 ; +02- 879- 6266

**Arnold S. Hernandez**

**Emirates**

**Senior Airport Services Agent**

Mobile : +63- 917 – 537- 2788

Email : arnoldsh2@yahoo.com

**Michelle B. Sison**

**DNATA**

**Passenger Service Supervisor**

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