Lavenia Baure

CUSTOMER SERVICE



CONTACT

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EDUCATION

Central College High School,Fiji.

Year 12 Graduate.

Training And Productivity Authority of Fiji

**Inbound And Outbound Airfares And Ticketing Modules (1,2,3)**

Heald Of Sanfrancisco

**Diploma In Medical Assisting**

**2013 to 2014**

CAREER HIGHLIGHTS

Came up with a new idea to improve things .

worked on special projects .

Developed or implemented new procedures or systems.

EXPERTISE

Technical Skills,Computer Skills, Customer Service Skills,Analytical Skills Management SKIlls.

PROFESSIONAL SUMMARY

Passionate and organized professional with 8 years of experience with customer service care with extensive customer service skills providing assistance in a busy airline industry dealing and managing passengers with high volumes of time and also critical logistics.Dedicated to helping customers resolving issues and cultivating a positive image of the company. Excel in both team environments and alone.Committed to excellence and success.

EXPERIENCE

**Menzies Aviation - Sanfrancisco , CA**

**Cargo Agent, 2014 – 2019**

* computing fares, preparing and selling tickets, collecting charges for excessive baggage
* Handle customer complaints, provide appropriate solutions and alternatives within the time limits
* Reviewing import and export documents.
* Planning logistical transportation details with shipping companies and airlines.

**Prime Flight Aviation**

**Automated Passport Control 2018 -2019**

* Assisting travelers to scan their passport, take a photograph using the kiosk, and answer a series of questions.
* CBP inspection related questions verifying biographic flight information.