

779 Pronto Dr

Cell

San Jose, CA 95123

celiacastaneda@hotmail.com

## Celia Castaneda

**Objective:** Seeking a challenging position within your company that will provide opportunities for advancement and increase my knowledge in the Airline industry.

**Qualifications:** General office duties, excellent organization and presentation skills. Fluent in both verbal and written Spanish, extensive customer service background, efficient and detail oriented. Self-directed with proven ability to work independently and with some supervision. Self motivated and creative. Able to multitask, lead and motivate effectively in a positive manner. Learns quickly and adapt easily to changing work environment.

### **Computer**

**Software:** -Windows XP

### **Work**

**Experience:** Swissport

**Passanger Service Agent** 2001- 2008 San Jose, CA

Passenger checking, ticket sales, processed claims for missing baggage.

Dispatching of internationl flights, weight and balance of aircraft.

End of day reconciliation of cash, daily reports.

Coordinated transportation and lodging for flight crew.

Worked with US Custom and Border protection to receive incoming flights.

Assisted passengers with filling out forms needed, translations and baggage claims.

Westin Hotel 1999-2001 Santa Clara, CA

### **Restaurant Hostess**

Providing personalized service to all guests.

Taking inventory of food, beverages and supplies for each day.

Preparing foods such as fruit and milk machines or dispensers.

Stocking coffee, juice, and milk machines or dispensers.

Setting out/arranging cold food such as sweet rolls, muffins, donuts, cereal, etc, for self-service.

Clearing and cleaning tables as they are vacated.

Wiping up spills and maintaining cleanliness of all appliances and counter space throughout the morning.

Restocking self-service food and upplies as needed.

Cleaned and reset tables in dinning room

Removing trash.

Western Union 1997-2000 San Jose, CA

**Customer Service Clerk**

Provide excellent customer service to clients, cashed checks.

Answering heavy phones and balance the cash register.

Accounts receivable.

**Remax Real Estate** 1995-1997 **San Jose, CA**

**Administrative Assistant / Bookkeeper**

Provided excellent customer service to our clients.

Provided general support to upper management.

Responsible for answering incoming phone calls.

Assisted clients with filling out and completing loan paperwork.

**Education:** **Institute of Guadalajara** 1989-1992 **Mexico, Mx**

References upon request