

Luis Ramos

CONTACT

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San Francisco, CA

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LANGUAGES

ENGLISH

SPANISH

PORTUGUESE

EDUCATION

MIAMI DADE COLLEGE
February 2018 – June 2018
Certificate – Business Management
Miami, FL

MIAMI DADE COLLEGE
July 2017 – November 2017
Certificate – Marketing Operations
Miami, FL

INSTITUTO DE ARTE Y DISEÑO
May 2007 – December 2010
Bachelor of Arts – Graphic Design
Lima, Peru

WORK EXPERIENCE

MAINTENANCE TECHNICIAN @ WHOTEL – SOUTH BEACH, FL

July 2017 – September 2019

- Monitored the facility, conducted general upkeep on grounds and common areas
- Inspected, serviced and maintained buildings, utilities, grounds and equipment
- Received and responded to tenant reports of mechanical or maintenance issues
- Performed a variety of locksmith duties; installed, repaired and replaced locks
- Assisted with moving, loading, unloading and storing supplies and equipment
- Maintained inventory records of tools, equipment and supplies

OFFICE ASSISTANT @ PAPER STREET MEDIA – MIAMI, FL

November 2015 – July 2017

- Assisted in planning company events, meetings, luncheons and special projects
- Performed clerical duties, maintained files and organized documents as needed
- Set up, broke down, organized and maintained conference and meeting rooms
- Organized, cleaned up and reset kitchen, lunch room and common spaces
- Purchased, tracked and invoiced office supplies for each department

GATE AGENT @ CONTINENTAL AIRLINES – WASHINGTON, DC

February 2014 – October 2015

- Examined and verified all passenger information on passenger flight manifest
- Greeted, assisted and checked flight tickets at entrance gate or gate station
- Assisted all elderly, disabled, or young passengers to board or deplane
- Announced flight information, using the public address system
- Posted most recent flight information on flight board

RAMP AGENT @ AIRTRAN AIRWAYS – BALTIMORE, MD

August 2012 – February 2014

- Directed, assisted, serviced and parked all arriving, departing and towed aircrafts
- Monitored and maintained customer safety and security on the ramp at all times
- Transferred cargo to other gates, other airlines and to passengers
- Assisted in ramp set up and storage of equipment and cargo
- Complied with all safety procedures and airline policies

VOLUNTEER EXPERIENCE

TEACHER AIDE @ AYUDA MIAMI – MIAMI, FL

October 2016 – June 2017

- Tutored and assisted children in small groups to help them master assignments
- Created a safe and inclusive environment for 20 children at a time; ages 3-5
- Assisted teachers with attendance, grading and other administrative tasks
- Prepared for lessons by getting materials ready or setting up equipment
- Supervised students in class, between classes, during lunch and recess

