Jordan Machado

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Professional Summary

My goal is to join a cohesive and results driven team of

Authorized to work in the US for any employer

Work Experience

Ground Operations
Swissport-San Francisco, CA
July 2019 to Present

At the Logan Airport, I rotated positions ticketing, boarding, jet bridge application, admin, & security for small shuttle and commercial planes.
• Assisted in the implementation of new security measures to enhance passenger safety
• Managed high-stress situations during flight delays or cancellations by providing clear communication and alternative solutions
• Demonstrated proficiency in using airport computer systems for check-in, seat assignments, and other related tasks
• Demonstrated strong problem-solving skills when resolving issues related to travel documentation or visa requirements

Pet Handler
Wag! / Rover USA-United States of America
January 2018 to Present

I provide training/sitting/boarding/walking services for new and existing clients I have developed nationwide as a working handler of various species & breeds of pets.
• Provided exceptional care and attention to pets, ensuring their safety, comfort, and well-being
• Handled a variety of animals including dogs, cats, birds, reptiles, and small mammals
• Followed strict protocols for feeding schedules, medication administration, exercise routines, and grooming procedures
• Administered medications orally or through injections as prescribed by veterinarians

Helpdesk Support Lead
Viking Cruises-Boston, MA
July 2017 to October 2018

Began in Reservations Support assisting guests booked on River &

Ocean luxury cruises. Promoted to Helpdesk Support Lead of Sales dept., taking calls & escalations from sales/support/air teams companywide.

Education

Currently enrolled in International Relations
Cabrillo College - Aptos, CA
2024 to Present

General Studies
Bristol Community College - Fall River, MA
2015 to 2016

Skills

- Data Entry
- Soft Skills
  Billing Systems

- German
- Organization
- HTML
  iOS

- Comm Skills
  Team Building

- Sabre
- De-escelation
  English

- Amadeus
- Windows
- Outlook
  Microsoft Oce

- Help Desk
- Organizational skills
- Cash register
- Sales
- Cash handling
- Retail sales
- Guest services
- Guest relations
- Time management
- Driving
- Shipping & receiving
- HP Service Manager
- Research
- Microsoft Access

Certifications and Licenses

Driver's License