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JOHN HLOOM

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A goal-oriented, solution-driven, and consummately professional who has built a career on accepting challenges, addressing complex problems, and delivering results. Outstanding sales, communication, and customer service skills – with a high level of etiquette, diplomacy and attention to detail. Proven ability to represent an organization and its products at the highest level of professionalism.World class customer service with a smile and a great attitude. Play a vital role in training and development – working with people from diverse backgrounds and coaching them to achieve full potential.

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| --- | --- | --- |
| Core Competencies | | |
| * Training & Evaluation * Corporate Initiatives * Policies & Procedures | * Best Practices * Continuous Improvement * Facilitation | * Team-Building * Coaching & Mentoring * Problem Solving |

## Key Strengths

Energetic and decisive.Expertise in training, motivating, developing and team building. Maintain excellent superior analytical, organizational, communication, leadership, and managerial skills. Strong desire to apply strong, diverse skills, and life experiences to a new professional challenge.

# EXPERIENCE

Lead Flight Attendant & Communications Skills Trainer

AIRLINES, LTD. 2007 – 2015

Rapidly progressed through four levels of increasing responsibility and training leadership with this 5-Star globally respected, high quality airline - and winner of the 2015 Worlds’ Best Airline for Travel & Comfort Award. Identified and achieved company goals to produce effective coaching and team motivating. Delegate work, enforce policies, and ensure tasks are efficiently completed. Collaborated with necessary staff and professionals to institute guidelines for a safe in-flight environment.Conducted organizational procedures and presentations.Familiar with hospitality (F&B) operations. Able to work with individuals of diverse abilities and skill levels, develop them continuously, and mold them into a high performance team.

* Training: Participated in several extensive corporate and industry trainings.
* Performance Review: Maintained high standards of quality efficiency and customer satisfaction in a busy hub facility, which operated at near full capacity by appraising staff performance and reviewing service standards.
* Corporate Initiative: Assessed the situation and put into practice the lessons of crisis management, communication, and continuous skill development which had been integral in years of loyal service.
* Leadership: Instituted a calm, client-centric approach. Led by example. Trained and mentored staff members.

Head Airline Passenger Agent

AIRLINE COMPANY 2004 – 2007

Maintained a high level of etiquette, diplomacy and professionalism – handling difficult customer situations with poise.Exhibited a calm demeanor during times of crisis and challenge.

* Medical Emergencies: Delivered care during emergencies. Assessed patients.Administered medications. Communicated and took direction from Physicians via the MEDLINK system.
* Customer Service: Provided outstanding, full life cycle onboard customer service.

Reservation Assistant

AIRLINE ORGANIZATION 2004 – 2007

Extensive customer care skills performing gate and ticket services. Assisted with a large volume of general, technical and billing questions for the Customer Flex Program. Changed and re-rated prices, plans, features, and current promotions while advocating for the client.

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