Curriculum vitae

PERSONAL INFORMATION Mariangela Alexandratou (Angel)



Metamorfosi Sotiros 8, 19016 Athens, **Greece**

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mariangelaalexandratou@gmail.com

Sex Female | Date of birth 16/06/1976 | Nationality Greek

Airline and Aviation Aerodrome Experience 30years.

Main Role: Terminal Operations Supervision, Airline Ground Services, Customer Services.

Communication skills	Working in the airline industry for the past 30 years until today it is remarkable how much experience this work has offered me covering all following demands: - Team work: Able to work well with all colleagues and to promote team spirit. - Productivity: Able to handle routine and extra workload efficiently. - Job Knowledge: Have very good working knowledge and skills in terms of airport operation matters.- Performance under pressure: Able to perform under stressful conditions.- Customer Servicing Skills: I consistently try to exceed customer expectations and I always pursuit to look after the welfare of all passengers.
Organizational / managerial skills	Communication skills: Effective communication skills in all areas especially with customers. Professionalism: Always try to take ownership and responsibility while on duty. Additionally, I follow company's rules and be respectful towards my superiors and peers. Coaching, training, and leading skills.
Digital competence	- Competent with all Microsoft programs. - Good knowledge of Internet usage. - Able to adapt any IT applications required.
Other skills	Like to maintain healthy and fit.

PERSONAL SKILLS

Mother tongue(s)	**British and Greek.**
1.	**Spanish advanced working level.**
2.	**German basic working level.**
3.	

WORK EXPERIENCE

3 Apr 2017-currently still active as Airport Information Services Assistant/Terminal operations supervision.

Athens International Airport A.I.A. - Terminal Services Department

Job allocation at Athens International Airport and currently covering duties:

1. Handling and manning daily airport terminal operation mobile procedures, Q management, assistance at passport departures/arrival passenger traffic flows, handling airport facilities requirements, emergency incidents.

2. Terminal Operations Assistant.

3. Information Counter Departures/Arrival offering Customer Services Assistance.

4. Public Announcements.

5. Call Contact Center.

6. General Aviation Facility/private jet terminal handling all operational/passenger terminal requirements.

7.Train the trainee On Job Training.

8. IT knowledge using all aviation platforms fltinfo ,intranet,jabber,cisco finesse program.

- ***Reference available upon request from:***
  - ***MR. ALEXANDROS ARAVANIS***
  - ***Job Title: Chief Operations Officer (COO)***
  - ***Email:*** *AravanisA@aia.gr*
  - ***ATHENS INTERNATIONAL AIRPORT***

Participation at QATAR - HAMAD INTERNATIONAL AIRPORT OPERATIONS project during FIFA WORLD CUP 2022.(15OCT2022-23DEC2022),acting as Consultant Operations supporting Terminal Duty Manager.

Handling airport operations duties at Hamad International Airport, QATAR.

Provide Customer Services Assistance, handle passengers queries.

4 May 2015–31 Oct 2015

Airport Customer Services Supervisor - Supporting And Seconding Singapore Airlines Station Manager Athens

Singapore Airlines Limited SQ
Athens International Airport, Athens (Greece)

Job Duties:

Second in command, responsible for supporting Station Manager in managing the Traffic Office and handling all aspects of airport operations, finance and administration and if required able to replace Station Manager duties on operational matters. Providing customer services to passengers and consistently trying to exceed customers' expectations.

Flight Operations:

-Ensure that SQ operates in an environment which adheres to policies/guidelines set out by the Company, airport agencies, and civil aviation authorities of Singapore and Greece.

-Foster a close working relationship with airport agencies and airport operator in order to provide an optimized operating environment to SQ.

-Ensure that SQ upholds high standards of customer service delivery on the ground based on guidelines set out by SQ Ground Service Department.

-Plan and execute programs to handle flight disruptions, in order to minimize inconvenience to customers through service differentiation and optimize station readiness.

Station Administration:

-Maintain office decorum, staff discipline and training. Ensure staff welfare is looked after, without compromising Company's interests.

-Handle customer queries

-Manage service partners (ground handling, catering, engineering/technical services) to ensure that SQ standards and procedures are complied with at all times. This can be achieved through training and regular performance review meetings.

-Develop and implement new initiatives to drive station's performance in order

to achieve and exceed key performance indicators set out by Head Office Ground Services.

-Manage vendor contracts and procurements to ensure compliance with Finance requirements.

-Support the Station Manager in adhoc projects.

Handling airport operation duties covering all required fields as:

- Perform Check In Duties.

-Supervision of check in procedures.

-Supervision of boarding procedures.

-Handle ad hoc Reservations, Ticketing issues.

- Responsible to resolve any passengers' issues, identify problem and offer possible solution within adequate operation time constrains.

- Handling complains and compliments from passengers' feedback related to any ground operational matters.

- Handling and supervision of Baggage mishandling matters. - Baggage insurance issues. - Arrival duties. - Departure gate duties. - Constant supervision and training on service partner.

- Ability to train and coach handling agents in terms of all operational matters and SOP., on the job training.

- Responsible to handle both disrupted or diverted flights and distressed passengers through crisis.
- Responsible to cover all kind of invoices related to ground operation issues.
- Responsible to cover VIP flights and adhoc demands.
- Responsible for cabin and technical crew issues, rostering (such as briefing, medical problems, hotel accommodation, transport needs etc.)
- Responsible to supervise Tarmac Ramp-Dispatch duties during loading and unloading of aircraft.
- Supervision of Cargo onloading/offloading procedures.

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1 Apr 2014–30 Oct 2014

Customer Services Supervisor

Singapore Airlines Limited,
Athens International Airport, Greece

Supervision and perform duties as mentioned above for Singapore Airlines Limited

15 May 2013–15 Oct 2013

DELTA Sales Ticketing Assistant

Delta Airlines, Athens International Airport, Greece

Responsibilities:

-Sales Ticketing

-Excess Baggage Collection

-Front Line Assistance

-Handling Disruptions, Flight cancelations

24 Jul 2000–31 May 2012

Customer Services Agent

Singapore Airlines, Athens International Airport, Greece

Perform same duties as mentioned above for Singapore Airlines Limited

18 May 1999–15 Jul 2000

Customer Services Assistant

Emirates, Athens International Airport, Greece

Ground handling airport operations supervision.

6 Oct 1998–10 Apr 1999

Customer Services Supervisor

Goldair Handling -British Airways, Athens International Airport Greece

British Airways Dedicated check in and gate staff. Based on old Athens International Airport.

14 Jan 1994–1 Oct 1998

Customer Services Supervisor

Cyprus Airways, Athens International Airport Greece

Supervision and perform similar duties as mentioned above for Singapore Airlines Limited. Based on the old Athens International Airport

EDUCATION AND TRAINING

6 Jun 2000

Certificate

IATA, Dubai (U.A.E)

Station Management Diploma

3 Jun 1997

Certificate

IATA, Dubai (U.A.E)
Customer Services Diploma

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12 Apr 1995 **Diploma**
IATA - UFTAA, Athens (Greece)
IATA - UFTAA Standard Diploma

12 Nov 1997 **Diploma**
Galileo Hellas, Athens (Greece)
Galileo Intensive Basic Course

24 Feb 2004–25 Feb 2004 **Seminar**
Hellenic Police Athens International Airport, Athens (Greece)
Fraudulent passport seminar

6 Jun 1987 **Diploma**
University of Cambridge
Primary Certificate in English

9 Jun 1990 **Diploma**
University of Cambridge
First Certificate in English

1 May 1997 **Diploma**
University of Michigan
Certificate of Proficiency in English

13 Jun 1994 **Diploma**
2nd Lyceum of Glyfada
Greek Lyceum

10 Apr 2014 **Amadeus - ALTEA**
Singapore (Singapore)

17 May 2013 **Global Ticket Agent**
Delta Airlines, Athens (Greece)

PERSONAL SKILLS

Mother tongue(s) 1. **British and Greek.**
2. **Spanish advanced working level.**
3. **German basic working level.**

ADDITIONAL INFORMATION

During my employment with Singapore Airlines Limited I had the honor to be awarded with the following 3 Top Merit Awards:

1. CEO Transforming Customer Services

Campaign 2009 Airport Operations

Individual Merit

2. RVPEUROPE Transforming Customer Services Award 2009 Airport

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Operations Individual Winner

3. SVP Europe Award 2003 Outstanding Service

		UNDERSTANDING		SPEAKING		WRITING
		Listening	Reading	Spoken interaction	Spoken production	
Other language(s)	English	C2	C2	C2	C2	C2
	German	A2	A2	A2	A2	A2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user
Common European Framework of Reference for Languages

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TRAINING COURSES / CERTIFICATES

During my employment with Athens International Airport, I have attended the following training courses:

	COURSE TITLE	VENDOR DESCRIPTION
YEAR 2023	Awareness Training Regarding the Rights of Passengers with Disabilities and/or Reduced Mobility	A.IA.
YEAR 2022	Security Awareness Training	A.I.A.
	Code of Business Conduct	A.I.A.
	Terminal Occupational Health & Safety Recurrent	A.I.A.
	Terminal Security Evacuation Recurrent	A.I.A.
YEAR 2020	Covid 19 & Μεσα Ατομικης Προστασιας (ΜΑΠ)	A.I.A.
YEAR 2019	Code of Business Conduct	A.I.A.
YEAR 2018	Code of Business Conduct (e-learning)	A.I.A.
	Fire Prevention	A.I.A.
	GDPR Awareness (e-learning)	Skillsoft

	COURSE TITLE	VENDOR DESCRIPTION
YEAR 2017	Terminal Services Induction Training for Seasonal Agents	A.I.A.
	TRS Safety	A.I.A.
	Code of Business Conduct (e-learning)	A.I.A.
	Code of Relations with Business Partners (e-learning)	A.I.A.
	Environmental Awareness (e-learning)	A.I.A.
	Office Safety (e-learning)	A.I.A.
	Security Awareness	A.I.A.

During my employment with Delta Airlines I have attended the following training courses:

17/03/2013

Global Ticketing Agent

20/05/2013

Service Recovery Compensation Tool

- IROP - Service Recovery
- U.S. & E.U. Disabilities Differences- Alert 1 ACS 2012

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21/05/2013

- Int'l Comp - BP Above Wing Flight Supvr
- J D Power Road to number One
- Importance of Smiling
- Boarding in a Friendly and Timely Manner
- Delivering Bad News
- Gate Conflict Role Play
- Gate Communication Activity
- Delta Mobile App
- Service Recovery Technology Trivia

29/07/2013

- Delta Disability Program - Above Wing

During my employment with Singapore Airlines Limited I attended the following training courses:

10/03/2012
Course

- Competition Law: Compliance & Guidelines-Marketing SIA

11/11/2011
Course

- Dangerous Goods For Passenger Handling SIA

01/11/2011
Course

- Fraud Awareness SIA

19/10/2011
Course

- Crisis Management Procedures for Buddies Information Security Awareness Program SIA

02/11/2010
Course

- Safety Program SIA

04/02/2010
Course

- Winning Service, Winning Sales SIA

25/08/2009
Course

- Serving PRMDs the SIA Way @ the Airport SIA

25/06/2008
Course

- Handling Challenging Customers SIA

27/03/2007
Course

- Baggage World Tracer System SIA

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29/11/2006
Course
- Crisis Management SIA

24/03/2005
Course
- Buddy Program SIA

14/01/2005
Course
- Departure Control System Check-In SIA

30/11/2004
Course
- Customer Data Protection Program SIA

16/09/2003
Course
- I am @ Service SIA

19/11/2002
Course
- E-Strength @ Service SIA

29/10/2002
Course
- Weight & Balance - B777 Weight & Balance - B777 -200
- Weight & Balance - B777- 200ER SIA

22/06/2001
Course
- Service Process Redesign SIA

16/01/2001
Course
- Centralized New Employee Training Programme Airport SIA
- TCS Chapter 1-2-3-4 Transforming Customer Service Programme (attended several training courses that provided participants with the skills to offer breakthrough service to customers and maintain self-motivation so as to be able to continue serving customers well and reaching greater heights of job competency and satisfaction
- Savoir Fare: Think Care Surprise 01/10/2009.

ALL MENTIONED ABOVE DIPLOMAS, CERTIFICATES, COURSES,
AWARD MERITS, COMPLIMENT LETTERS AND REFERENCE
LETTERS AVAILABLE IN HARDCOPY AS PROOF UPON REQUEST.

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