

Suzanne Howell

CURRENT EMPLOYMENT:

QANTASLINK/EASTERN AIRLINES - SYDNEY DOMESTIC AIRPORT

Load Controller: September 2004 – current

- As I Load Control I have the responsibility for the 'trim' of the Qantas Dash 8 fleet of aircraft.
- Baggage placement, passenger numbers and freight in hold are all monitored to calculate the weight and balance of the aircraft and is reportable to the captain at departure.
- Liaising with flight crew, refuellers, flight attendants, check-in and other load staff, freight staff and baggage handlers all within tight scheduled deadlines.
- Time management, the ability to multitask and work under pressure are all critical skills.

Customer Service Agent: November 2004 – August 2004

- This role involved check-in of regional flights, gate reading, boarding the aircraft, on loading standbys and assisting passengers with special needs.
- During the shift I also pre-flight, report flight statistics, liaise with load controllers, baggage handlers, commissionaires, operations, and tarmac staff.
- This role required the highest level of customer service at all times whilst meeting tight deadlines.

PREVIOUS EMPLOYMENT:

THE INTELLIGENT INVESTOR

Marketing Co-ordinator: June 2002 – October 2003

- My duties involved liaising with graphic artists, printers, media and editorial staff.
- I worked to strict deadlines in order to maintain and increase subscriber numbers through marketing activities, particularly direct marketing.
- This role requires attention to detail, time management skills along with organisational skills and the ability to successfully multitask.

Office Manager: May 2001 – June 2002

- Recruit, supervise, co-ordinate and train office staff. Ensure the smooth day-to-day running of the office. This role was a high-level customer service role. Promoted to Marketing Co-ordinator in June 2002.

AMERICAN AIRLINES

Customer Service Representative: January 2001 – April 2001

- Telephone sales, service and customer assistance.
- Solution assistance and product advice.
- Communicating the benefits and products of American Airlines to the public and to trade personnel.
- Assist and represent American Airlines at Industry events.

FLIGHT CENTRES

International Travel Consultant: July 2000 – December 2000

- Achieving set sales targets, multitasking, and meeting deadlines.
- Ability to work under pressure for extended periods of time.
- Dealing with clients from all walks of life with different needs.

BRITISH AIRWAYS

Sales System Executive – Galaxy Administrator: October 1996 - June 2000

- Project Manager of 'Galaxy' a British Airways in-house Computer system used for tracking Travel Agent Revenue. Responsible for upgrading of equipment and software.
- Training of staff on PC applications, in-house software and use.
- Provide customer service and help desk support for all computer equipment and systems within Australia and New Zealand.
- Create and maintain the South West Pacific intranet site.

Customer Service Representative: March 1995 - September 1996

- Customer focused role based on customer service, problem solving, product delivery and sales.
- Meet & greet customers from Concorde Flight and assist airport staff.
- Booking and selling British Airways products including car-hire, flights, hotels, tours and insurance.
- Assist and Represent British Airways at Industry and Trade events.

UNIVERSITY OF SYDNEY

Personal Assistant

To the Director of the Australian Centre for American Studies: December 1994 - February 1995

HYATT REGENCY HOTEL SYDNEY

Personal Assistant

To the Director of Sales and Marketing: May 1994 - December 1994

LANDMARK SOUTH PACIFIC

Personal Assistant

To the Manager of Conventions and Incentives: August 1993 - April 1994

TERTIARY STUDIES:

ASSOCIATE DIPLOMA OF BUSINESS (Travel & Tourism)

TAFE Tasmania: January 1991 - August 1993

Courses:

- Personnel Management
- Management Principles
- Human Relations
- Tourism Studies I
- Tourism Studies II
- International Airfares and Ticketing I
- International Airfares and Ticketing II
- Tour Operations & Wholesaling
- Destination Studies – Europe
- Destination Studies - Asia and Middle East
- Destination Studies - The Americas and Africa
- Business Law I
- Business Law II
- Accounting I
- Accounting II
- Economic Principles
- Computer Studies I
- Computer Studies II
- Marketing
- Statistics
- Galileo CRS
- Galileo Sales Manager

EMPLOYMENT PRIOR TO STUDIES:**UNIVERSITY OF TASMANIA**

Housing Officer: 1990 - 1991

Assistant Housing Officer: 1988 – 1990

Secretary to the Housing Officer: 1986 - 1988

RECENTLY COMPLETED STUDY:

- Qantas – Load Control
- QUBE – DCS check-in system
- Amadeus Reservation System
- Qantas Exceptional – Customer Service Training
- Qantas Dangerous Goods Awareness Program
- Qantas Alcohol and Other Drugs Awareness Program
- Qantas Occupational Health and Safety
- Qantas Equal Opportunity and Harassment Awareness
- Responsible Service of Alcohol Certificate

PREVIOUS COURSES AND CERTIFICATES:

- BABS - British Airways Booking System
- QikRes - Qantas Booking System
- Basic Galileo (Travel Agent Computer Reservation System)
- Sales Manager Galileo (Travel Agent Computer Reservation System)
- Galaxy - British Airways in-house Reporting System
- Complaint Handling & Telephone Techniques
- Customer and Guest Expectations
- Sabre (Travel Agent Computer Reservation System)
- ADMA Certificate in Direct Marketing: High Distinction
- Train the Trainer
- Lotus Notes Web Applications and Lotus Notes Application Development I
- Web Page Design:
- Microsoft Frontpage98
- Macromedia Dreamweaver, Flash and Fireworks

OTHER COMPUTER SKILLS AND ABILITIES:

- Sabre
- Amadeus
- QikRes
- Galileo
- BABS
- QUBE
- Galaxy
- Filemaker Pro Databases
- Lotus Notes Databases
- Microsoft: Word, Excel, PowerPoint, Publisher, Outlook

INTERPERSONAL SKILLS AND ABILITIES:

- Excellent communication and interpersonal skills
- Interested in working with people
- Able to work under pressure in peak periods
- Able to work and interact with people from all walks of life
- Staff training experience
- Problem solving abilities
- Attention to detail and a sense of urgency

AWARDS:

- **2000 Extra Mile Award**
American Airlines
- **1999 Customer Service Award – South West Pacific**
British Airways
- **1993 Best Overall Graduate**
Drysdale TAFE College
- **1993 Best Overall Student**
Drysdale TAFE College – Travel and Tourism
- **1992 Best Overall Student**
Drysdale TAFE College – Travel and Tourism
- **1992 Scholarship Award**
AHA/Sky Channel Scholarship – Drysdale TAFE College

TRAVEL EXPERIENCE:

- Asia
 - Hong Kong
 - Macau
 - Thailand
 - Singapore
 - Malaysia
- United Kingdom
 - Scotland
 - London
- United States of America
 - New York
 - Hawaii
- South West Pacific
 - Fiji
 - New Zealand
 - Australia