**Constant G. ADOUNSA**

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**OBJECTIVE: Looking for a challenging work opportunity.**

**EXPERIENCES**

**SEPTEMBER 2016 TO NOW// CARGO OFFICE AGENT // WORLDEWIDE FLIGHT SERVICES**

**WASHINGTON DULLES AIRPORT**

*  Prepare and palletize cargo as needed
*  computer data entry; prepares all flight documents; interfaces with U.S. Customs;
*  prepares all import and export documentation, and accepts/distributes cargo in accordance with applicable air carrier and Department of Transportation (DOT) regulations.
*  Complies lists of customers for use as sales leads.
*  Solicits orders or talks with customers to complete sales.
*  Moves cargo up to 35lbs.
*  Comply with WFS site security procedures for assigned warehouse and other operations.
*  Make sure paperwork related to the cargo is correct
*  Assure proper handling and delivery of cargo and operation of related equipment
*  Follow Dangerous Goods Requirements and Regulations
*  All other duties as assigned

**OCTOBER 2014 to SEPTEMBER 2016 Ramp Ambassador AIRSERV CORPORATION WASHINGTON DULLES AIRPORT USA**

*  Deplane the passengers from the inbound aircraft
*  Direct the passengers to the right gate
*  Check the boarding pass for flight boarding
*  Guide the passengers to the right plane
*  Assist the customers for their needs
*  Communicate with the crew, passengers and united airline customer’s agents.
*  Take care of the deplaning doors

**June 2014-October 2014 Food Service Worker LSG SKY CHEFS WASHINGTON DULLES AIRPORT USA**

*  Obtain flight assignments and review production sheet to confirm specifications
*  Prepare food per specifications
*  Pack Food per specifications
*  Use mobile shelving, carts, and airline catering equipment
*  Use knives and other kitchen equipment safely and appropriately
*  Read and interpret paperwork in English.
*  Good organizational skills and adaptable to frequent changes.
*  Experience working with food preferred.
*  Work in a stressful, time oriented work environment
*  Perform basic math function like adding and subtracting.
*  Work in a cold environment
*  Carry and lift up to 50 lbs and push up to 30 lbs
*  Stand during work shift.
*  Able to prioritize
*  Able to be flexible to work any shift/hours subject to changes due to shift bidding

**Aug 2011 – Mar 2014 Customer Service Supervisor Grands Moulins du Benin**

*  Investigate customer's problems and find solutions.
*  Communicate with customers via phone, email, or letter.
*  Hire, train, and terminate customer service agents.
*  Provide scripts to read from during phone calls.
*  Handle major incidents that cannot be resolved by agents.
*  Resolve complaints and order issues.
*  Ask customers to provide feedback on agents and customer service experience.
*  Keep abreast of new company products and services.
*  Issue refunds to customers.
*  Oversee product exchanges and returns.
*  Analyze data and statistics.
*  Compile and print reports on overall customer satisfaction.
*  Isolate and identify areas of improvement.
*  Train agents on how to adequately address problem over the phone or how to write correspondence.

**Mar 2008 – Jul 2011 Cashier Lead Grands Moulins du Benin**

*  Ensured customers receive outstanding service through the checkout lanes.
*  Greeted customers entering store and responded promptly to customer needs.
*  Assisted in overseeing the accurate and efficient operation of all cash registers.
*  Computed bill, itemized lists, and tickets showing amount due.
*  Received payment by cash, check, credit cards, gift cards, or automatic debits.
*  Operated cash register by passing price coded items across electronic scanner to record price, entered PLU or UPC manually, compiled printed list, and displayed cost of customer purchase, tax, and rebates on monitor screen.
*  Maintained clean and orderly checkout areas and made sure no personnel items are in the area.
*  Oversaw and authorized customer returns, exchanges, merchandise credits, check authorization, rain checks, and case discounts.

**Jun 2006 – Feb 2008 Customer Service Representative Grands Moulins du Benin**

*  Attracted potential customers by answering product and service questions; suggesting information about other products and services.
*  Opened customer accounts by recording account information.
*  Maintained customer records by updating account information.
*  Resolved product or service problems by clarifying the customer's complaint; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
*  Maintained financial accounts by processing customer adjustments.
*  Recommended potential products or services to management by collecting customer information and analyzing customer needs.
*  Prepared product or service reports by collecting and analyzing customer information.
*  Contributed to team effort by accomplishing related results as needed.

**EDUCATION**

2016-2019 : Northern Virginia Community College

**2002-2005:** Bachelor’s Degree Spatial planning, Abomey-Calavi University Benin (EVALUATION COMPLETED VIA WORLD EDUCATION SERVICES NEW YORK, 2015)

**1999-2002:** Benin High School Diploma in CEG Dassa-zoume

**TRAINING**

**2009-2010:** Technical school Diploma (Transit/Special field: Consignment

**2013:** Certificate of course completion/Chalmers center at covenant college-Lookout Mountain, Georgia-Usa/Wycliffe Benin

**SKILLS**

Language spoken: French (native), English fluent

Computer skills: Microsoft Word, Excel, powerpoint, internet

**INTEREST AND ACTIVITIES**

Travel: USA, Europe, Canada, Africa

Hobbies include Soccer, music and bicycle

Art: photography