

# Lead Ramp Agent

# Michael Davis

## Professional summary

Experienced lead ramp agent with over 11 years in ground operations and team leadership. Proven track record in managing airport ramp services, ensuring operational efficiency, and maintaining safety standards. Seeking to apply expertise at Los Angeles International Airport to oversee ramp services and improve team performance.

## Experience

### Lead Ramp Agent

July 2018 - Now

Southwest Airlines / Los Angeles, CA

- Supervise a team of ramp agents, providing training and ensuring compliance with safety regulations and company policies.
- Coordinate with flight crews, ground operations, and other departments to ensure on-time departures.
- Oversee the loading and unloading of cargo, ensuring weight distribution and safety compliance.
- Conduct routine inspections of equipment and machinery to ensure proper functionality.
- Address and resolve operational challenges quickly to minimize delays and improve service efficiency.

### Ramp Agent

March 2014 - June 2018

JetBlue Airways / Los Angeles, CA

- Performed ramp operations including baggage handling, aircraft marshalling, and equipment operation.
- Assisted in fueling and de-icing aircraft, ensuring safety protocols were followed at all times.
- Provided excellent customer service by ensuring timely and accurate baggage deliveries.
- Collaborated with airport staff to maintain a safe and organized work environment.

## References

Available upon request.

 (555) 543-2109

 michael.davis@email.com

 Los Angeles, CA

## Education

### Associate Degree in Aviation Management

Los Angeles Community College – Los Angeles, CA

Graduated: May 2014

## Professional Training

- FAA Safety Management Systems (SMS) Training
- Leadership Development Program – Southwest Airlines
- Airport Ramp Safety Compliance – Federal Aviation Administration (FAA)

## Skills

Ramp operations management 

Ground support equipment operation 

Team leadership 

Safety compliance 

Scheduling and logistics 

Problem-solving 

Conflict resolution 

Time management 

Effective communication 

Customer service 