

J. Caleb Faulkner

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16202 Koehler Dr.
Morgantown, WV 26508

Education

West Virginia University, Morgantown, WV
Bachelor of Arts, Communication Studies
GPA: 3.2

May 2011

Relevant Work Experience

United Airlines operated by Pinnacle Airlines, Morgantown, WV August 2010- Present
Cross Utilized Agent (Customer Service Representative/Ramp Agent)

- Assist customers throughout the check-in and boarding process and provide accurate flight information
- Resolve ticketing issues and rebook passengers on delayed or cancelled flights
- Ensure baggage is sent to final destination, and confirm it is recovered and returned if mishandled
- Plan and execute the loading of baggage onto the aircraft
- Communicate weight and balance with the flight crew assuring passenger safety

Delta Airlines operated by SkyWest Airlines, Spokane, WA October 2009- July 2010
Cross Utilized Agent (Customer Service Representative/Ramp Agent)

- Aided customers throughout the check-in and boarding process and provided up to date flight information
- Fixed ticketing issues and rebooked passengers on delayed or cancelled flights
- Ensured baggage was labeled to final destination and delivered to the correct flight for loading
- Planned and executed the loading of baggage onto the aircraft
- Communicated with the flight crew involving weight and balance safety as well as pushback functions
- Provided cleaning and restocking services to all aircraft remaining overnight

Applebee's Restaurant, Morgantown, WV June 2009- August 2009
Server

- Waited tables and served food to customers
- Promoted and persuaded customers into purchasing featured sales promotions

Lawn Care Service, Charleston, WV March 2000- August 2006
Lawn Maintenance Provider

- Operated my own residential lawn care business, served 20+ customers weekly
- Managed the securing and scheduling of customers, maintaining contact with them for future business

Other Work History

Stalnaker Dining Hall, Morgantown, WV August 2007- May 2009
Food Service Worker

Clark International Logistics, Charleston, WV May 2007- August 2007
Military Truck Body Repair Technician

B. D. King Contracting, Valdosta, GA August 2006- January 2007
Custom Home Builder

Skills/ Achievements

- Proficient in the use of Microsoft Office Suite
- Received multiple accolades at Applebee's including top salesman for featured menu items
- Aided a short handed United Airlines station by single handedly checking in an entire flight while attending a training seminar at that station
- Received several Employee of the Month awards for both Delta and United Airlines, as well as numerous compliments from passengers and coworkers submitted online
- Certified as a Ground Security Coordinator and Complaint Resolutions Officer
- Named to the All-State Team for high school basketball

References Available Upon Request