

MELISSA LACHER-SOULAT



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DOB: 07.02.1986

SUMMARY

Hardworking and knowledgeable professional with a history of exceeding expectations and delivering quantifiable results

Innovative and dynamic flights expert who enjoys leading by example diverse teams to achieve metric goals

Strong communication skills and ability to establish rapport with customers, support peers by ensuring they have the tools they need and the recognition they deserve

HIGHLIGHTS

- Multitasking skills
- Active listening skills
- Excellent time management skills
- Effective problem solver
- Proficiency with Altea, QIK Res, Sabre, Shares, Amadeus, NetTracer, WorldTracer
- High customer service standards
- Team orientated

EXPERIENCE

Lufthansa, Munich, GERMANY

03/2019 – 03/2021

Service Agent

- Responsible for check-in and boarding passengers
- Communicate with Customers about all safety and Security Procedures
- Clients Airlines assisted: Air Malta, Air Canada, Tap Portugal, SAS, Swiss, Austrian Airlines, Lot Polish Airline, Adria Airways, Croatian Airlines, Luxair

United Airlines, Munich, GERMANY

10/2018 – 03/2019

Airline Customer Service

- Supervise and coordinate Check-in, boarding and disrupted operations
- Ensure Safety and Security Procedures
- Efficiency in ticketing duties
- Global Services: Premium Guests assist

American Airlines, Munich, GERMANY

01/2014 – 10/2018

Airline Customer service Agent – GSC/CRO trained – International Security Coordinator

- Supervise and coordinate vendor's team, passengers Check-in and boarding, as well as assist passengers during disrupted operations
- Support Management with various administrative tasks
- Communicate with customers about all Safety and Security Procedures
- Efficiency in ticketing duties
- Responsible for the Mishandled Baggage Report, ensure good customer assistance and dispute files each month

US Airways, Zurich, SWITZERLAND

09/2013 – 01/2014

Airline Customer service Agent

- Supervise and coordinate Check-in, boarding and disrupted operations
- Ensure Safety and Security Procedures
- Efficiency in ticketing duties

US Airways, Munich, GERMANY

03/2012 – 09/2013

Airline Customer service Agent

- Supervise and coordinate Check-in, boarding and disrupted operations
- Ensure Safety and Security Procedures
- Efficiency in ticketing duties

Regional-Air France, Lyon, FRANCE	07/2011 – 12/2011
Airline Customer service Agent	
<ul style="list-style-type: none"> ➔ Responsible for check-in and boarding passengers ➔ Communicate with Customers about all safety and Security Procedures ➔ Dispatch responsibilities, work with loads and A/C balances, print loadsheets 	
Aviapartner, Lyon, FRANCE	05/2011 – 06/2011
Ticketing Agent	
<ul style="list-style-type: none"> ➔ Responsible for the Electronic Ticketing for Airlines: IBERIA, TAP, Air Austral, Corsair ➔ Take care of every irregularity (cancelled/oversold flights, delays etc.) 	
Airlinair, Aurillac, FRANCE	02/2010 – 09/2010
Airline Customer Service Agent	
<ul style="list-style-type: none"> ➔ Responsible for check-in and boarding passengers / communicate with customers about all safety and security procedures / ticket desk duties / baggage claim ➔ Trained to flight dispatch: ability to control checks and balances of an aircraft including weight of baggage and freight and to handle any problems concerning departure to ensure a secure flight. 	
Map Handling, Toulouse, FRANCE	05/2008 – 08/2008
Airport Customer Service Agent	
<ul style="list-style-type: none"> ➔ Responsible for check-in and boarding passengers and communicate with customers about all safety and security procedures ➔ Airlines assisted: Lufthansa, Aer Lingus, Easyjet & Jet2 ➔ Flight Leader on Tunis air/Air France charters 	
CCI Limoges, Limoges, FRANCE	02/2007 – 05/2008
Airport Customer Service Agent	
<ul style="list-style-type: none"> ➔ Responsible for check-in and boarding passengers / communicate with customers about all safety and security procedures / ticket desk duties / baggage claim ➔ Airlines assisted: Air France, Ryanair, Flybe and Charters 	

EDUCATION	Master in Business Administration University of Cumbria (online) Core Modules: Organizational Behavior, Marketing Management, Financial Management, Ethics and Corporate responsibility, Strategic Management	01/2021 – now
	International Female Development Program 18 months program towards roles in Management including: <ul style="list-style-type: none"> ➔ 9 months Donohue Mentoring for excellence in leadership ➔ Personal Branding ➔ Presentation skills training ➔ Leading People at American ➔ Project management for non-leaders ➔ Leveraging the leader within 	03/2017 – 09/2018
	Ecole Supérieure des Métiers de l'Aérien Airlines Customer service Agent Training	08/2006 – 11/2006

ACHIEVEMENTS	Contributed as champion to a successful PSS cutover as well as a FOS cutover for American Airlines and US Airways Merger Training and support to stations to improve Mishandled Baggage Rates results Support KPI, customer satisfaction/complaints
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SKILLS AND INTERESTS	Fluent in English, German and French (native) Casual Handball player, travel and video games Willing to relocate
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