

Amina Rodriguez

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SUMMARY

Dedicated and detail-oriented recent graduate with a Bachelor of Science in Aviation Management, eager to contribute to the safety and efficiency of air traffic operations. Proven ability to work under pressure while maintaining a high level of focus and precision.

EXPERIENCE

Air Traffic Control Intern

Jun 2022 - Aug 2022

Hartsfield-Jackson Atlanta International Airport, Atlanta, GA

- Assisted in the safe and efficient movement of over 200 aircraft daily, contributing to a 15% reduction in delay times.
- Collaborated with senior controllers to develop procedural improvements, resulting in a 10% increase in operational efficiency.
- Utilized radar and communication systems to monitor and direct aircraft movements in real-time.

Customer Service Representative

Jan 2020 - May 2022

Delta Air Lines, Atlanta, GA

- Handled customer inquiries and resolved issues, achieving a 95% customer satisfaction rating.
- Implemented a new scheduling system that reduced check-in times by 20% during peak hours.
- Trained 10 new employees on customer service protocols and emergency procedures.

Flight Operations Assistant

Sep 2018 - May 2020

Georgia State University Flight School, Atlanta, GA

- Supported flight instructors and students in daily operations, ensuring compliance with FAA regulations.
- Streamlined scheduling processes, increasing flight availability by 25% for student pilots.
- Utilized flight planning software to assist in pre-flight briefings and documentation.

EDUCATION

Bachelor of Science in Aviation Management

May 2022

Georgia State University, Atlanta, GA • GPA: 3.7

SKILLS

Technical Skills: Air Traffic Control Procedures, Radar Systems Operation, Flight Planning Software, Communication Protocols

Tools & Frameworks: FAA Regulations, ATC Simulation Software, Microsoft Office Suite