



SANTIAGO CUERVO

CABIN CREW MEMBER-CCM

About Me



Colombia



tourism Agent



Single



+57 3160841600



santcp2022@gmail.com



Cali- Valle

COMPETENCES

- Convey respect and tranquility to passengers through a friendly, pleasant, cordial, understanding, efficient and professional treatment.t CCM.
- Being able to remain calm under pressure.
- Assertive communication.

LANGUAGES

- English 83%
- French(basic) 20%
- Spanish 100%

PROFILE

I characterize myself as having a sense of belonging, punctual, responsible, patient, with a positive attitude and desire to serve the client with dedication, ease of adaptation to change, excellent willingness to work as a team under high pressure conditions. Intermediate command of the English language, and basic knowledge of French.

PROFESSIONAL OBJECTIVE

Getting to know new cultures motivated me to train as a Tourism Agent and Passenger Cabin Crew, For this reason I am looking for the job opportunity to put into practice the knowledge I have acquired and provide an efficient and quality service that allows me to strengthen my skills and qualities to grow professionally and become an excellent CCM.

EDUCATION

Labor Technician for Competencies in Passenger Cabin Crew – CCM Feb 2021-nov 2022

International Aviation Academy S.A.S, Cali-Valle.

Labor Technician by Skills in Tourism Agent. Aug 2019-Nov 2020

School of Tourism and Hostesses, Cali Valle.

High School Diploma Sep 2014-Jun 2019

Colegio Central de Comercio SAS., Cali Valle.

Honors Academic Performance as best average at School.

EXPERIENCE

Passenger service agent Feb 2022-aug 2022

Latam, Alfonso Bonilla Aragon International Airport.

- Reception of passengers in the lobby.
- Passenger assistance with the use of self check-in tools.
- Management of reservations.

HOBBIES AND INTEREST

- Do physical activity Swimming, Playing Soccer, jogging
- Reading
- Cinema

REFERENCE

Maria Alejandra Castillo

instructor Escamerica Center for
Aeronautical Instruction
3104376795

Jose Cocuy

Supervisor- Latam, Cali Alfonso
Bonilla Aragon Airport
3177493526

Jonathan Valdes Noriega

Director at Kammer Books Services,
Bogotá
3104775966.
johnvaldezn@gmail.com

Hector Hurtado Betancourt

Office Pax-Control CLO-AV.
316 5038215

Héctor Andrés Becerra Fuentes

Avianca Domestic and International
Cabin Crew Member
Hectorandres.becerra@avianca.com
304 5605634

Santiago Betancourt

Supervisor Iberia International
Airport El Dorado Bogota
jsantiagobc13@gmail.com
3195076181

- Acompañment of services to a recommended minor and other special services
- Support and retention of luggage in room
- Support and take baggage claims.

Customer Service (SAI) Integrated Feb 2023- feb 2024
Airport Services. El DORADO
International Airport

- Reception of Passengers in Lobby
- Reservation Management.
- Accompaniment of Services to a recommended minor and others.
- Special services.
- Support and retention of luggage in the room.
- Support and taking of Baggage claims.
- Customs.

COURSES

Etiquette Protocol Seminar nov 2019

Customer Service Seminar nov 2019

Practical theoretical course in Basic First Aid nov 2021

Dangerous Goods Seminar dic 2021

Dangerous Goods Initial Course - Category 9 feb 2023
Training Certificate (AVIANCA HOLDING)

CERTIFICATES

PASSENGER CABIN CREW LICENSE Nov 2022
CIVIL AVIATION

SPECIAL ADMINISTRATIVE UNIT OF CIVIL AERONAUTICS. Sep 2022

Medical Certificate N:2034878
Valid Certificate for licenses: CCM

PRACTICAL INSTRUCTION OF SERVICE ASSISTANTS ON BOARD. Nov 2022

- Cabin crew with intensity of 5 hours.
- Passenger with intensity of 20 hours as stipulated in the Civil Aeronautical regulations.
- International Aviation Academy

SWIMMING COURSE

Swimming Certificate with intensity of 12 hours at the Valle del Cauca Sectional Colombian Red Cross Education Institute.

ENGLISH CERTIFICATE FROM LEARN 2024
ENGLISH - C1