



# EVA GRABIEL

## COSTUMER SERVICE

### CONTACTO



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Jr. Atahualpa 145 Dpto. 4  
Rimac.

### EDUCATION

High School Certificate  
I.E. Colegio "Signos de Fe" N°117  
2006 - 2010

Primary Certificate  
I.E. N°125 "Ricardo Palma"  
2006 - 2010

### COURSES AND CERTIFICATIONS

**AERONAUTICAL TRAINING CENTER  
NORTH AVIATION TRAINING CENTER  
(NATC)**  
Handling Agent Specialization | May,  
2015 - Present

**PROFESSIONAL AVIATION STUDY  
CENTER - DISCOVERY**  
Commercial aviation Specialty:  
Computerized Counter in the AMADEUS  
system | 05/2012 - 04/2014.

### PROFILE

Graduated from the Commercial Aviation career with more than a year of experience in the field of aviation and tourism in areas such as customer service and counter. I am a person with a vocation for service, responsible, punctual, dynamic, efficient with initiative and creativity in new and temporary situations, I have aptitudes for teamwork and under pressure without diminishing my quality of service. With the ability to communicate in certain languages which has allowed me to offer an excellent service

### WORK EXPERIENCE

January 2024 - September 2024

OCEANÍA VISTA

#### Utility Hotel

- Clean, maintain hygiene standards, ensure cruise passengers are comfortable, and assist passengers with laundry

2019 - 2023

LIMA AIRPORT PARTNERS

#### Terminal Agent

- My main responsibility was to guarantee the safety of users within the airport facilities.
- It is also responsible for the supervision, control and surveillance of the terminals, the aircraft apron and access to the airport.
- Provide information/guidance when required by airlines, concessionaires, passengers and other airport users.

03/2019 - 10/2019

AEROMEXICO (TALMA)

#### customer service agent

- In charge of offering a wide range of valueadded services at the AIJCH for clients, these are: Documentation of departing clients, boarding them, reception of arriving clients, special services (unaccompanied minors, clients in wheelchairs ), migratory processes.

## IDIOMAS

English advanced



Spanish advanced



Italian basic



Portuguese basic



## KNOWLEDGE COMPUTERS

- Word Intermediate
- Excel Intermediate
- Powerpoint Intermediate

## SKILLS

- High level of responsibility
- Effective communication and interaction
- moral and professional ethics
- critical and analytical thinking
- Organization and self discipline

01/2018 - 04/2018

LCPERU

### Internal Supervisor

- In charge of the Passenger Service staff Organizes work shifts, supervises the billing process, solves doubts and problems with passengers, Orders shipments, Maintains permanent contact with the Operations Office

01/2016 - 12/2017

LCPERU

### Traffic agent

- In charge of receiving clients at the airport, carrying out their check-in and subsequent boarding, giving them their flight information in a clear and timely manner, guiding them in an agile and safe way in the information of their gate and departure time.

05/2014 - 05/2015

LIMA AIRPORT PARTNERS

### Professional Trainee Terminal Agent

- Passenger service in various areas such as international departures, international arrivals, security control and passenger transit, as well as providing guidance in the customer service module.

07/2013 - 10/2013

AGENCIA DE VIAJE "GIRATOUR"

### Sales - Customer service

- In charge of organizing trips, serving tourists, and offering travelers information about tourist attractions and activities they can do in a certain place