



VANINA FERNÁNDEZ SANTORO

SUMMARY

Professional with excellent organizational skills and extensive work experience. I am known for being a hardworking person who enjoys working in a team and strives to give my best. Seeking a new job opportunity to further my career.

EXPERIENCE

Julio 2008 - Agosto 2024

Aerolíneas Argentinas - Aircraft Dispatcher, Puerto Iguazú, Misiones
Knowledge of Lido and Netline systems. Weight and balance control of the aircraft to ensure flight safety. Constant communication with the crew and ground staff. Supply of information for safe and efficient flight management. Activation of necessary procedures in situations requiring a change of route. Coordination with airport authorities and regulatory bodies. Conflict management and problem resolution in stressful situations. Supervision of compliance with safety and service quality regulations, hygiene protocols, and disease prevention. Participation in emergency aviation drills and training. Activation of airport emergency protocol in case of severe weather or other incidents. Identification of meteorological factors and other unforeseen events capable of negatively affecting flights.

Abril 2004 - Julio 2008

Aerolíneas Argentinas - Check-in Agent, Puerto Iguazú, Misiones
Customer service at check-in counters and boarding gates. Coordination with catering and aircraft cleaning services. Assistance to passengers with special needs and unaccompanied minors. Advising passengers on baggage regulations and prohibited items. Verification of documentation and compliance with passenger immigration requirements. Coordination and supervision of passenger boarding and disembarkation operations. Conflict management and problem resolution in stressful situations. Participation in emergency aviation drills and training. Management of flight reservations, changes, and cancellations according to established protocols. Supervision of compliance with hygiene and disease prevention protocols. Supervision of compliance with safety and service quality regulations. Participation in the implementation of new internal policies and procedures. Management of lost baggage and tracking of passenger claims (worldtracer system).

Diciembre 2003 - Abril 2004

Aerolíneas Argentinas - Sales Agent, Puerto Iguazú, Misiones
Management of changes and cancellations of reservations, telephone and email reservations. Customer service in multiple languages, resolving doubts and inquiries about reservations. Coordination with other departments to ensure customer satisfaction. Advising customers on offers, rates, and availability.

Febrero 1997 - Diciembre 2003

Normal Superior N 8 School - English Teacher, Puerto Iguazú, Misiones
Generation and maintenance of an organized classroom environment that promotes learning. Participation in parent-teacher meetings to report on student progress. Design and implementation of fun and dynamic activities to encourage



vaninafernandezsantoro@gmail.com



+543757674334



1 Mayo 475, Puerto Iguazu



Argentina



DNI: 23978846

EDUCATION

Aircraft Dispatcher, aviation
Technical Aeronautical Education School No. 32, Resistencia city
Febrero 2006 - Diciembre 2006

Literary Technical-Scientific Translator in English, English
National Institute of Higher Educ. Olga Cossettini, rosario, santa fe
Febrero 1993 - Diciembre 1995

Bachelor in Commercial Sciences, Secondary level education with a focus on commercial sciences and business studies
National School of Commerce Libertador, rosario, santa fe
Febrero 1988 - Diciembre 1992

LANGUAGES

Español: Idioma nativo

Inglés:	C2
Experto	
Portugués:	B1
Intermedio	
Francés:	A1
Principiante	

language learning. Planning and execution of the annual program for assigned courses. Evaluation of student progress through periodic tests and exams. Teaching English classes adapted to students of various ages and levels. Planning and development of English lessons adapted to different levels and ages. Organization of events and cultural activities to promote interest in the English language. Participation in teacher training and professional development courses to improve pedagogical skills.

Febrero 1997 - Diciembre 1997

Lincoln Institute - Extracurricular English Teacher, Puerto Iguazú, Misiones

Preparation of students for official English exams. Promotion of a respectful and tolerant classroom environment, valuing cultural diversity. Design of didactic activities adapted to the academic level of each student. Coordination with other teachers and school staff to ensure a comprehensive approach. Application of different foreign language teaching techniques (FISK method).

SKILLS

Effective Communication - Stress
Management - Pedagogical Skills
Teamwork Multitasking - Adaptability -
Conflict Resolution - Active Listening
Public Speaking - Time Management

WORK REFERENCES

Mr. Omar D'Ambrosio
omardambrosio@yahoo.com.ar
+5491141893090

Mr. Carlos Alberto Rinzelli
rinzelli@hotmail.com
+5491168885100

Mr. Nicolas Pizarro
nicolas.pizarro@aerolineas.com.ar