

Alexis J.

Meléndez V.

ALEXIS J. MELENDEZ V.

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PROFILE

My Work Experience has led me to specialize increasingly in the management of complex multi-cultural projects and their staffs at international levels. I have experience in: strategic forward-planning; operating within the tight financial disciplines imposed by ambitious budgets which I have helped to contribute within the planned for the station; methodical administration to deadlines and the application of modern leadership methods (through staff motivation and involvement in both decision-making and target-setting, clarity in communication, and easy personal inter-relations). My own cosmopolitan background and analytical interests in other cultures, together with a command of both English and Spanish languages, have also left me confident in handling negotiations that require the reconciliation of different national and international approaches

WORK EXPERIENCE

1998 – 2020

Delta Air Lines, Inc. – Operation Service Manager - OSM

Job description: Corporate Safety, Security and Compliance coordinator, Quality assurance, Conduct Emergency Action Planning. Ground Security Coordinator and Complaint Resolution Official. Customer Service Manager for - Airline ticket counter, Departure/Arrival Gates, Baggage Claim, Security, Cargo and Airport Ramp Operation. Human Resources – Recruiting and Selection process, Coaching and Counseling employee oriented and all activities related to AirLine Industry.

1993 – 1998

Copa Airlines - In-flight Department - Flight Attendant

Job Description: Onboard Passenger Service – In-flight Department, trained on Flight Emergency, In-Flight Sabotage, Air crash and First Aid Assistance. Onboard Customer Service and Passenger Complaint Resolution.

1992 – 1993 **Banco Comercial de Panamá (Bancomer) – Credit and Loans Officer**

Job Description: Account Analysis, Customer Background Verifications, Financial Statements Projections and Analysis. Corporate Budget Plan – Projected and Analysis and all related to Financial Industry.

EDUCATIONAL BACKGROUND

2004 **M. B. A. Finance - Universidad Latinoamericana de Ciencias y Tecnología (U.L.A.C.I.T.) GPA 95/100**

2002 **Post-Degree in Strategic Management - Universidad Latinoamericana de Ciencias y Tecnología (U.L.A.C.I.T.) GPA 92/100**

2000 **Bachelor Degree in Global Business - Universidad Latinoamericana de Ciencias y Tecnología (U.L.A.C.I.T.) GPA 93/100**

1992 **Diplomat in Bilingual Business – Profesional Isabel Herrera Obaldia High School**

LANGUAGES

SPANISH **Advanced - Written and Spoken**

English **Advanced - Written and Spoken**

KEY SKILLS

Communication - Deals with internal and external customers at all levels via telephone and email, to ensure positive and successful communication via actively listening and looking for best solutions of business and market strategies.

Problem solving - Resolves in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions, efficiencies and high level of quality.

Team Player - Enjoys sharing knowledge and encouraging development of others to achieve specific team goals.

Planning and organizing - Refined planning and organizational skills that balance work, team support and ad-hoc responsibilities in a timely and professional manner.

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