




CONTACT INFORMATION

 **EMAIL:**
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 **ADDRESS:**
PH Cosmopolitan Tower 400
Main Street Simon Bolivar

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(+507) 6091-2212

LANGUAGE

Intermediate
English

RAUL SANDOVAL AVILA

Commercial Aviation Pilot with more than 17 years of experience in different areas of aviation

WORK EXPERIENCE

Lead Agent
Delta Air Lines Inc.
Tocumen Intl. Airport
Airlines Offices
Level 100
February-2014 -
Currently

- Customer Service
- Complaint Resolution Official - CRO
- Ground Security Coordinator - GSC
- Advanced Ticketing
- Aircraft Security Guard Training - Instructor
- Customer Service Initial Training - Instructor
- SafeTrac Wireless Ramp-Instructor
- Disability Program - Instructor
- Explosive Trace Device ETD - Instructor
- Ramp Procedures - Instructor
- Red Coat (High value customer)
- Local Training Administrator - LTA-
- Delta Check-in System- Snapp -Instructor
- Service Recovery Effective Communication
- Flight Processes
- Departure Gate Agent

Chief Supervisor
American Airlines
Contractor by
B.L.A.S.
Tocumen Intl. Airport
Airlines Offices
Level 100
July-2010 -
February-2013

- Chief Supervisor
- Lead Manager
- Dangerous Goods Train of trainer
- International Purchasing Manager
- Audit Manager

Supervisor

**Delta Air Lines Inc.
Contractor by
Aircraft Services &
Consulting**

Tocumen Intl Airport
Airlines Offices

Level 100

*November-2006 -
July-2010*

- Customer Service Agent
- Complaint Resolution Official - CRO
- Ground Security Coordinator - GSC
- Red Coat for High value customer

**Internatiol Security
Agent**

**American Airlines
Contractor by
Panama Dispatch
Services**

Tocumen Intl Airport
Airlines Offices

Level 100

*June-2003 -
November-
2006*

- Drug and Cargo Security Agent
- Lead Security Agent.
- Ramp Agent
- Cabin Service Agent

General Assistant

**Velarde Industries
Candy & Snacks**

Urb. Orillac 2nd St.

*January-
2002 -
October-
2003*

- General Assistant
- Assistant Plant Manager
- Assistant Production Manager
- Line Supervisor
- Purchasing Manager
- Inventory Manager

**Customer service
& Cargo Aeroperlas
Chitre**

Cap .Alonso
Valderrama
Regional Airport
Chitre-Panama
*Enero-2002 -
Mayo-2002*
*(Seasonal Job-
Staff Vacations)*

- Customer Service
- Ticketing Sales
- Cargo Sales

**General Assistant
Nestle S.A.**
Los Santos Province
Mach-2001
November -2001
(Seasonal Job)

- Quality Control
- General Assistant

**ACADEMY
ACHEVEMETS**

Lic. Professional Pilot.
Institute Superior
Albrook Flight School
Llanos de Curundu
& Marcos A.
Gelabert Intl. Airport
2008

- License of Professional Pilot # 6-703-2178
- Private Pilot.
- Commercial Pilot.
- Instrument Rating.
- Multi-engine Rating.

MAIN COURSES

SEMINARIES & TRAINING

- **Drug Security Program - D.S.P.**
American Airlines - Dallas Texas
- **Cargo Drug Security Training - C.S.T.**
American Airlines - Dallas Texas
- **Ground Security Coordinator - G.S.C.**
American Airlines - Dallas Texas
- **Dangerous Goods Train of Trainer**
American Airlines - Dallas Texas
- **Handling of heavy equipment.**
American Airlines - Panama
- **International Customer Service Agent Core - I.C.S.A.C**
American Airlines - Bogota Colombia.
- **Cabin Services and Security**
American Airlines - Panama
- **Ramp Services and Security**
American Airlines - Panama
- **International Security Program**
American Airlines - Panama.
- **Through The Customer's Eyes Certification Program**
American Airlines - Panama.
- **Administrative and Operational Management - A.O.M.**
American Airlines - Guatemala
- **Local Emergency Response Action Plane - L.E.R.A.P**
Delta Airlines - Panama
- **Service from de Heart**
Delta Airlines - Atlanta Georgia.
- **Ground Security Coordinator -G.S.C**
Delta Airlines - San Jose Costa Rica
- **Complaint Resolution Officer - C.R.O**
Delta Airlines - Panama
- **Dangerous Goods**
Delta Airlines - Panama
- **International Cargo & Differences Acceptance**
Delta Airlines - Panama
- **International Customer Service Agent**
Delta Airlines - Panama
- **Int'l Cargo Delta Diff - Acceptance**
Delta Airlines - Panama
- **Explosive Detector Machine ETD**
Delta Airlines - Atlanta Georgia.

REFERENCES

Work References

- **Boyd King.**
General Manager
American Airlines (Until 2011)
Tocumen International Airport
(+507) 6576-5502
- **Gonzalo Sang**
General Manager (Until 2016)
Balboa Logistics & Airport Services Inc.
Tocumen International Airport
(+507) 6252-4868
- **Ivan Dowlin**
General Manager (At present)
Delta Air Lines Inc.
Tocumen International
Airport (+507) 6612-7694