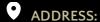
CONTACT INFORMATION

RAUL SANDOVAL AVILA

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

EMAIL:

rafer1106rf@gmail.com



PH Cosmopolitan Tower 400 Main Street Simon Bolivar

PHONE:

(+507) 6091-2212

LANGUAGE

Intermediate English

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.



Work References

Boyd King.
 General Manager
 American Airlines (Until 2011)

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 (+507) 6576-5502

• Gonzalo Sang
General Manager (Until 2016)
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Tocumen International Airport
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Ivan Dowlin
 General Manager (At present)
 Delta Air Lines Inc.

 Tocumen International
 Airport (+507) 6612-7694