


Aaron Fritz Santos

 afsaints@yahoo.com

 09958613015

 [linkedin.com/in/afsaints0987](https://www.linkedin.com/in/afsaints0987)

 <http://saintsdev.com/fritzsantos>

Summary

With more than 10 years of experience in Aviation Industry. I have a good problem solving skills and decision making, I can do multi-task work with minimum supervision and under pressure. I have a sufficient computer technical skills since I work most of the time facing the computer.

I am a team player, handling a team and working in a team is one of my strength. I manage my time wisely as I can work fast and also I'm a fast learner I am motivated if I learn new things and skills as it adds up on my self-development as well as inside my resume.

A career shifter. Due to pandemic, I am currently exploring Web Development and Graphic Design. As of now I have a good understanding on HTML5, CSS3, Vanilla JavaScript and jQuery library. I have a basic understanding on PHP and MySQL. I also have an experience using Bootstrap and currently learning ReactJS and NodeJS.

As for my graphic design skills I am hands on in using Adobe Photoshop, Figma and Canva.

Experience

Freelance Web Developer

Freelance

Jun 2020 - Present (1 year 3 months +)

Create and Design website and landing pages.

- Proficient in using HTML5, CSS3.
- Knowledgeable on using Bootstrap.
- With experience on using Vanilla JS and jQuery library.
- Basic understanding in programming language such as PHP
- Basic understanding in MySQL relational database management system.
- With a background using versioning control tools such as Git
- Knowledgeable on CMS such as WordPress.
- Knowledgeable on using Adobe Photoshop and Basic on Figma and Adobe XD.

Customer Service Officer

dnata

Oct 2014 - Jun 2020 (5 years 9 months)

Part of the Emirates Group, dnata is one of the world's largest air services providers offering ground handling, cargo, travel, and flight catering services across five continents. I was assigned at Customer Service Department doing the following:

- Handling flights for Emirates Airline and Myanmar Airways Int'l.
- Working as a Flight Controller doing daily report, coordinating with other department (Catering services, Baggage Services, Load Control)
- Supervising at least 10 people in the team and doing daily briefing for the day's flight.

◦ Reporting to our immediate supervisor/ duty manager in regards about incidents and other things happen on the flight.

Customer Service Assistant

dnata

Nov 2011 - Oct 2014 (3 years)

- Doing ground handling duties on check-in, departure and arrival on various airlines.
- Work as a lounge staff accommodating our premium passengers (First, Business and Frequent Flyer Customers)
- Handles VIP's on various airlines.
- Work with around 10-15 people on the team

Customer Service Agent

PAGSS Inc.

Jul 2008 - Oct 2011 (3 years 4 months)

- Doing ground handling duties such as check-in, departure and arrival services.
- Handle baggage cases such as missing, pilferage and damaged baggage
- Handle flights for EVA Airways.

Education

University of Santo Tomas

Bachelor of Science (BS), Tourism and Travel Services Management

2004 - 2008

Licenses & Certifications

Responsive Web Design - freeCodeCamp

Skills

- Airlines • Web Development • Customer Service Operations • Civil Aviation • Responsive Web Design
- HTML5 • Cascading Style Sheets (CSS) • HTML • Bootstrap • PhpMyAdmin