**Craig Marc Simons**2 Carleton Farm Mews, Carlisle, Cumbria CA1 3EB   
T: +44 (0)7875 496 858 E: craig-27@hotmail.co.uk

**Profile**

I am a highly motivated, committed and reliable individual with over 14 year’s customer service experience, the majority of which in the airport industry but more recently as a Sales Executive. As part of this I have gained strong geographical and travel knowledge, and I have always worked in a controlled time and pressured environment.

**Key Achievements**

* Becoming a Team Leader within 6 months of employment within Swissport;
* Training a high number of Team Leader’s starting employment within Swissport;
* Becoming headset, push back and radio trained by the age of 18;
* Building effective relationships in the workplace to ensure the required standards and deadlines for the job in hand are met.

**Employment Experience**

**Sales Executive, Arnold Clark, Carlisle  
(August 2016 – Present)**

* Selling cars and add on’s as per my monthly target whilst maintaining the highest possible level of customer service and satisfaction;
* Ensuring preparation is carried out to a high standard before the customer collects their vehicle;
* Pricing and profiling of vehicles;
* Taxing and fuelling of vehicles;
* Carrying out test drives with customers;
* Ensuring the show room is kept to the required company standards;
* Follow set procedures and processes with regard to the financial regulations that the industry adheres too.

**Temporary Agency Work, Carlisle   
(July 2016 – August 2016)**

* Van driving; delivering Veterinary products across the North East of England and Scotland.
* Production work; working on a manufacturing line producing metal roof cladding.

**Operations Controller, London Executive Aviation, Essex  
(September 2015 – July 2016)**

* Responsible for Worldwide flight planning for several types of aircraft with varied performance capabilities;
* Responsible for the coordination of airport slots, overflight/landing permissions, ground handling and ensuring all required services are in place;
* Responsible for the management and arrangement of customs and immigration services;
* Responsible for understanding and disseminating Notices To Airmen, Terminal Aerodrome Forecasts and specialised weather reports;
* Conducting worldwide flight-watch to include the re-planning of flights to minimise flight disruptions that caused by Air Traffic Control regulations;
* Responsible for crew scheduling, including positioning and booking accommodation;
* Responsible for crew pre-flight briefings and assistance whilst down route.

**Resource Ramp Allocator (Back of House), Swissport London Stansted, Essex   
(March 2015 – September 2015)**

* Responsible for the allocation of inbound and departure flights to Ramp Teams, changing allocations in response to any delays or technical issues;
* Responsible for the timely production of shift plans, amending as necessary depending on skill level, sickness and any emergencies finding appropriate cover as required;
* Responsible for providing cover for any shift plans where employees have been granted last minute annual leave, emergency lieu days or sickness;
* Responsible for updating the relevant systems with any aircraft changes and communicating changes to the Ramp Teams;
* Effectively communicate any issues to Back of House Shift Manager including late bag times, Ramp Teams being unable to meet the next aircraft and other anomalies;
* Respond to Shift Manager queries in a timely manner with the correct level of detail as required;
* Gain evidence for investigations being undertaken by Shift Managers as and when required;
* Provide first hand cover when Ramp Teams cannot be correctly allocated due to insufficient skill set;
* Communicate in the required time frame with Air Traffic Control when manoeuvring aircrafts.

**Team Leader, Swissport London Stansted, Essex   
(January 2003 – March 2015)**

Back of House:

* Responsible for the efficient and effective management of aircraft turnarounds, ensuring flights depart on time and that any delays are pre agreed with Captains;
* Responsible for the direction and day to day management of the allocated team ensuring job roles are clearly communicated and carried out in a safe manner;
* Provide training, guidance and support to new Team Leaders including shadowing when they first start employment with Swissport;
* Ensure passengers do not breach any security measures whilst disembarking and boarding aircrafts;
* Organisation and time management with regard to allocated flights;
* Keeping in constant communication with Resource Ramp Allocators, flagging up any potential timing conflicts to help ensure the rest of the scheduled allocation can be completed;
* Responsible for conducting checks on inbound aircrafts such as checking for damage to the exterior of the aircraft, ensuring the rear hold is empty, clearing Cabin Crew for disembarkation, opening of the arrival doors, marshalling of passengers and checking all passengers have disembarked;
* Ensuring the expected amount of bags, and where they should be loaded, is communicated to personnel complying with the required Department for Transport regulations;
* Completion of load sheets with final figures, getting signoff from the Captain and agreeing the departure time;
* Working outside in all weather conditions in a 24/7, 365 days a year operation.

Front of House:

* Check-in Controller; responsible for allocating flights and staff breaks, opening and closing of flights, sending advanced passenger information to destination airports, managing staff numbers, communicating with Floor Walkers and ensuring emails from Management and Customers are responded to in a timely manner.
* Gates Allocator; responsible for allocating flights, managing staff numbers, making quick decisions such as swapping staff flights around due to delays and communicating clearly with the public and members of staff.
* Floor Walker; responsible for communicating clearly and effectively with the Controller, queue management including queue blocking to help with staff breaks, call of passengers on closing flights and management of passenger conflicts whilst performing the best customer service possible.

**Qualifications**

2 AS Levels (C Grade)   
Geography and Business Studies  
Caterham High School, 2001 - 2002

7 GCSEs (A\* - C Grade)  
 including Maths, English Language and Science  
Caterham High School, 1996 - 2001

**Hobbies / Interests**

* Cycling
* Technology
* Socialising
* Football

**References**

Available upon request

**Key Skills**

Areas of Expertise:

* Meeting customer requirements
* Ability to instil trust and confidence through effective communication
* Organisation and time management
* Working as part of a busy team and alone
* Awareness of the surrounding environment

Personal:

* Logical, systematic approach to workload
* Ability to keep calm in stressful situations
* Comfortable working in a changing environment
* Results driven
* Full and Clean UK Driving License
* Ability to lead and develop a team
* Forward thinker with a problem solving mentality
* Willingness to accept responsibility
* Competent in IT systems