**Johnson Adewale AKINREFON**

*⬧*574, 23E Avenue Lachine, Québec**,** H8S3V2  
5145727923  
*⬧Email :* jakinrefon@yahoo.ca

**Titles:** Logistics, Customer Service, Aviation Services, Vendor Relation and Managements

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| **OPERATIONS/MARKETING/ HELP DESK / CALL CENTRE / ACCOMPLISHMENTS / EDMS** |

* Over 11 years’ experience in customer service department of aviation industries up to Managerial level, successfully launched and managed new stations and their scale of projects internationally. Online Trip support assistance by the use of computer skills to resolve issues, obtaining navigation and landing clearances, weather trip support, on-line flight planning, Logistic, organizing, and tracking process, ensuring the feasibility of the project and its objectives. Now looking for a new and challenging position, this will make best use of my bilingual skills and also enable my personal and professional development.

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| **KEY KNOWLEDGE AND SKILLS** | | | | |
| * Help Desk * Vendor/Partner/Client Relations | | * CRM Knowledge * Business Process&Development | * MS Office Suite * Marketing/Sales |
| **EDUCATIONAL Qualifications** | | | | |

**LaSalle College Montreal, Canada.** (Immigration Consultant )2017

**Imperial Business School Montreal, Canada** (Business Enterprise and Vendor Relation). May 22, 2016

**Flamingo Air Academy Cincinnati, Ohio. USA** (Aircraft Dispatcher Certification and Customer Service). August 14, 2012

**Africa Consultants International. (Intermediate** French Language Immersion Program).March 7, 2011

**Landover Aviation Business School**. (Basic Flight Operations and Logistics) March 21, 2008

**Osun State Polytechnic Iree**.  Higher National Diploma in Business Administration (Upper Credit) 2003

**Osun State Polytechnic Iree**, National Diploma Business Administration (Lower Credit) 2000

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| **CAREER HISTORY to date** |

**SWISSPORT HANDLING INT’L. MONTREAL, CANADA –AIRLINE CUSTOMER REPRESENTATIVE**  APRIL, 2016 – December 2016

* Computerized Check in of passenger and baggage as par company policy
* Verify passenger documentation for correct boarding pass and bag identification.
* Comply with all security requirements of air carriers.
* Assist passengers with flight reservation and rescheduling flight.
* Operation of Jet way for arriving and departing flights.
* Announcements for boarding of flight and flight arrival.
* Assist passengers upon arrival.
* Communicate pertinent information with passengers.
* Work in conjunction with other departments to ensure on time performance of flights
* Receive inbound calls from client of Major airlines like (Lufthansa and Swiss Air) in Canada.
* Resolve escalated issues relating to customer request.

**EXPERT GLOBAL SOLUTIONS (EGS) MONTREAL, CANADA – CUSTOMER CARE AND SALES REPRESENTATIVEFeb 2016–APR 2016**

* Providing telesales on behalf of other leading organisation.
* Delivering leading outsourced solutions, for customer and financial care.
* Online retails and telecommunications.
* Logistics services to the world leading’s companies
* Contact potential or existing customers to inform them about a product or services using computer telephone.
* Ask questions to understand customer requirements and close sales
* Direct prospects to the field sales team when needed
* Enter and update customer information in the database
* Keep records of calls and sales for useful information.

**UAS INT’L TRIP SUPPORT UAE/NIGERIA/SENEGAL- COUNTRY MANAGER/OPS/VENDOR RELATION/SALES APR 2014 – DEC 2015**

* Providing international trip planning and computerized flight support to customer around the world
* I managed a team in a busy work environment
* I followed up on complaints and/or poor performance with agents & third party service providers.
* I coordinate flight activities in Nigeria and keep the Team and Management updated.
* I work closely with the Director of Civil aviation and other Airport Terminal Managers, Security Managers& Corporate Administrative department.
* Building and maintaining strong and effective relationships between company and customers.

**LANDOVER COMPANY LTD AND OVERLAND AIRWAYS – STATION MANAGER/VENDOR RELATION/OPERATIONS**DEC, 2005 – MAR, 2013

* Operations and Environmental Coordination
* Routes planning
* Developing business plan and strategies as laid down by the management
* Actualising the company’s plans, goals and objectives through the statement of compliance and standard operation procedures
* Maintaining close relationship with Managing Director for update reports on operations activities.
* Ground Handling Control
* Protocol Assistance (Meet & Assist) to Customer satisfaction
* Processing and Obtaining of En-route Navigation permission across the West and Central Africa
* Team member, Production of Operations manuals for the company.
* Introducing the method of expanding the capacity of the existing network to meet the growing need of the customers.
* Designed and redesigned the networks and route services with the management decision to maximize opportunities for seamless coordination with operational plan.
* Modified the existing routes that will meet up with customer demand
* Planned to meet up with the need of customer while remain economical competitive. (Compares of expectation with performance)
* Prepared and report Daily, Weekly, and Monthly Flight report as at when due.

**ACCOMPLISHMENTS**

* Resolved outstanding and overlaid transactions issues between UAS International Trip Support and SNPC (Societe Nationale Petroleum du Congo)
* Setting up a new station company for UAS in Dakar, Senegal with ability to control other neighbouring countries.
* Negotiator between French company vendors and UAS International Trip Support.
* Increase the standard of company (Landover Senegal) customer service status by 60% with confirmation letter from the Royal jet Abu Dhabi, Dubai.

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| **CERTIFICATIONS** |

* Ensures a safe work environment by following all Swiss-port rules and regulations regarding the work place.
* Maintains the level of service expectations of both the passenger and the airline customer at all times.
* Online Aircraft Dispatcher Certification.
* Dangerous Good Regulation Certifications (Swiss port, LX and LH).
* Document Control Basic Certification.
* Document Control Advance Certification.
* Document Control Expert.
* Emergency Response Certification.

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| **OTHER Personal Details** |

* Interests include: Networking with people, travelling, reading, charity work and singing.

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| **REFRENCES** |

* On request.