

## PERSONAL INFORMATION

### RENE A FLORES-BADILLO

3481 LAKESIDE DR. NE # 706  
ATLANTA, GA 30326  
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404-869-9701  
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Country of Citizenship: USA  
Foreign Languages: Spanish

## Education

Undergraduate Education: The Ohio State University, Columbus, OH 43212  
Degree: Bachelor of Arts **Major: Economics Minor: International Studies.**  
GPA: 3.27 **Graduation Date: December 12, 2004**

Graduate Education: University of Cincinnati, Cincinnati OH, 45219  
**One Year of Graduate Studies in Finance** - Academic Year 2005 - 2006  
Course Titles: FIN ANALYSIS & VAL, PORTFOLIO I, MONEY & CAP MKTS  
FINANCE MGRS, FIN INFO AND VAL.

Post-Baccalaureate: **GSU, J. Mack Robinson College of Business, Atlanta GA 30303**  
Degree: BBA in Accounting and Certificate of Hospitality Administration (CHAD)  
GPA 3.43 **Expected Graduation Date:** December 2008

### Other Academic Achievements:

- **WHO'S WHO AMONG STUDENT IN AMERICAN UNIVERSITIES AND COLLEGES 2000 – 2001**
- **2001-2002 Hispanic Scholarship Fund Scholar - Goldman Sachs Foundation**
- **2002-2003 Hispanic Scholarship Fund – Lilly Endowment Inc. Scholar**

## Work Experience

**Aramark Aviation Services:** From 04/12/2007 to 07/12/2007  
1513 Cleveland Ave Atlanta, GA 30344  
Telephone: (404) 761-4201 Supervisor: Charlene Smart  
**Location: Atlanta – Delta**

**Job Title: Aviation Duty Manager**  
Hours Per Week: 40 Hours  
Can we Contact the Company for Verification: Yes

### **Duties and Accomplishments:**

Directing and coordinating all cabin cleaning services as a contracted service for a major airline. Meet operating and financial goals, client objectives and customer needs. Oversee staffing, scheduling and supervision of the hourly staff as well as training and development. During the short tenure at Aramark, I develop an Excel program to zone crew member performance between assignments and their time the program generated key statistical data, used to improve operation objective. It also helped with the identification of team performance problems.

**American Airlines:** From 11/15/89 to 06/15/2000  
P.O. Box 619616 DFW Airport, TX 75261-9616  
Telephone 817.963.1234 Supervisor: Dennis Hazell  
**Locations: San Juan, PR. Miami, FL. Washington, DC**

**Job Title: Customer Service Manager**  
Hours per Week: 40 to 60 Hours  
Can we Contact the Company for Verification: Yes

### **Duties and Accomplishments:**

- Provide Quality Service and Achieve Superior Customer Service.
  - Resolve customer service and operational problems.

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- Evaluate team performance thought corporate quality control measurements, such as CSI feedback, CSA data and customer complaints and compliments.
  - Prepare customer correspondence.
- Meet Profitability and Cost Control Goals.
  - Monitor lost time and administer the attendance control policy.
  - Develop and monitor budgets and spending.
- Ensure Compliance with all Operations, AA Safety, FAA, and other Government requirements during the Tour of Duty.
  - Investigate discrepancies and compiles statistical data for compliance purposes.
  - Write delay analysis and irregularity reports and complete OS1 documentation.
- Provide Team Members with Fair and Equitable Treatment.
  - Coach and counsel personal and provided guidance to team on customer service and performance issues.
  - Conduct personal reviews for team members on a regular basis.
  - Document employee performance using peak performance through commitment.
  - Respond to employees professional and personal issues.
  - Conduct investigation and board of inquire and when necessaries, dismiss employees for performance or attendance records.
- Run an Effective operation.
  - Administer company policies and procedures.
  - Provide team with necessary tools, resources, and training to meet or exceed all operational performance goals.
  - Involve all team members in determination of operational improvements.
  - Coordinate operation including scheduling, hiring, training, inventory.

**Radisson Normandy Hotel:** From 01/ 1988 to 12/1989  
99 Avenida Munoz Rivera Esq. Rosales, San Juan 00901, Puerto Rico  
Tel: 7292929, Supervisor: Thomas Pauly

**Job Title: Front Desk / Corporate Services / Concierge**

Hours per Week: 40 to 60 Hours

Can we Contact the Company for Verification: Yes

**Duties and Accomplishments:**

- Continually monitor operational standards set by the brand to ensure property performance of: Executive Floor, Business Center and Concierge Desk.
- Achieve customer satisfaction, quality service and compliance with corporate/franchiser policies and procedures while meeting and exceeding financial goals.
- Revenue management, employees and guest satisfaction.
- Attract new businesses while expanding tourism opportunities

**PROFESSIONAL TRAINING**

- AMR Corporation "Diversity in the Work Place"
- Certify Ground Security Coordinator – Year 1999 and 2000

**PROFESSIONAL RECOGNITIONS**

- Passenger Interline Accounting 100% Revenue Recovery – Dulles Station.
- US Airways and American Airlines stage one SABRE System Cut Over.

**PROFESSIONAL RECOGNITIONS**

- Hospitality Financial and Technology Professionals

**OTHER QUALIFICATIONS**

**Computer Training:** Excel – Power Points – E-Views – Word – Access – Math Lab – Sabre.

**Travel Industry Training: Airport Ticket Agent -** American Airlines International and Domestic Ticketing Training.

**International Experience:** Europe, Eastern Europe, South America, Central America, the Caribbean, Australia, Canada, Hong Kong and Thailand.