



# SYBIL REGAS-PETROU

## Customer Service Agent

### CONTACT

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(123) 456-7890 

Salem, MA 

[LinkedIn](#) 

### EDUCATION

Bachelor of Science  
Hospitality

Boston College  
2012 - 2016

Chestnut Hill, MA

### SKILLS

Empathy

Adaptability

Verbal / Written  
Communication

Patience

Jira Service Desk

Zendesk

Salesforce

Microsoft Word / Excel

Facebook / Instagram / Twitter

### WORK EXPERIENCE

#### Customer Service Agent

Delta

2021 - current / Boston, MA

- Managed check-in process, ensuring 100% of passengers complied with the airline, airport, federal, and state regulations
- Presented relevant information to customers before boarding, decreasing complaints and questions by 32%
- Processed 50+ daily payments using cash, credit cards, checks, travel points, and vouchers
- Collaborated with the baggage service team to track 98% of lost luggage, checked bags, and pet kennels

#### Passenger Service Agent

Swissport BOS

2019 - 2021 / Essex County, MA

- Ensured 100% compliance with federal, state, and city laws regarding aircraft, passenger, and staff safety
- Negotiated 150+ ticketing issues through proper airline procedures and positive mediation, resolving 94% of complaints without further assistance
- Updated disabled/special-needs passenger procedures, increasing passenger satisfaction by 43% and increasing efficiency by 26%
- Rescheduled 2,000+ flights during winter storms, with 99% of passengers on flights within 48 hours of canceling

#### Entry-Level Customer Service Representative

Barton Associates Careers

2016 - 2019 / Peabody, MA

- Collaborated with sales and support teams to ensure sales goals and client needs were met with 97% satisfaction
- Consulted clients throughout the hiring process to ensure satisfaction, boosting client retention by 23%
- Created and updated records of healthcare hiring managers across 44 healthcare organizations
- Campaigned strategies for growing client base, resulting in 15 marketing initiatives that added 68 new customers