

Marjorie Valencia

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PROFILE

Organized, efficient, and customer service-oriented professional with extensive experience in the travel and airline industries. Natural leader with a strong ability to resolve operational issues, and ensure superior customer satisfaction. Seeking a customer service position where my strong communication skills and commitment to excellence can contribute to a dynamic team.

WORK EXPERIENCE**CanAg Travel Services Ltd – Mississauga, ON *Travel Agent / Airport Personnel***
2023 – 2024

- Collaborated with Service Ontario and CBSA officials to verify accurate documentation for entry into Canada. Providing translation assistance for Mexican farmworkers.
- Ensured farmworkers were led safely to their designated waiting areas to board the correct ground transportation taking them to their designated job sites.
- Managed inbound and outbound flight bookings using the companies internal booking system (Harvest) as well as Sabre for real time bookings.
- Handled flight and ground transportation bookings for large-groups and last minute emergency travel.
- Responded to email and phone inquiries from ground transportation companies, airport staff and administrative personnel regarding travel arrangements.

Air Canada – Toronto, ON (Pearson International Airport) *Customer Service Manager*
2015 – 2020

- Supervised passenger handling operations (domestic, international, transborder), including check-in and gate functions.
- Enforced safety protocols through routine inspections and incident response, reporting to emergency response teams and Peel Police as needed.
- Coordinated with GTAA, USCBP, and CBP for timely flight and passenger updates.
- Led a team of 30–50 employees, providing coaching and fostering strong performance and teamwork.
- Ensured high service standards by overseeing staff-customer interactions and operational workflows.

Air Canada – Toronto, ON (Pearson Airport & Call Centre)
Customer Sales & Service Agent (Airport & Reservations)
2005 – 2015

- Verified travel documents in compliance with Transport Canada regulations.
 - Coordinated with STOC personnel and flight crew to manage arrivals and departures.
 - Resolved complex customer issues during irregular operations (IROP), including itinerary adjustments, fare inquiries, and travel policy clarifications, while ensuring a smooth and personalized experience.
 - Assisted passengers with special needs, including unaccompanied minors and travelers with mobility or emotional support requirements.
 - Delivered exceptional customer service in the Reservations Department, handling a high volume of calls with a high level of professionalism, accuracy, and care.
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EDUCATION & CERTIFICATION

International Institute of Travel – Mississauga, ON
Travel and Tourism Diploma – 2000

St. Francis Xavier Secondary School – Mississauga, ON
Ontario Secondary School Diploma – 1997

TICO Certified
Certificate #: T1469251 – 2023

SKILLS

- Deep knowledge of airline safety protocols and travel operations
 - Strong leadership and decision-making abilities
 - Excellent problem-solving and conflict resolution skills
 - Exceptional interpersonal and communication abilities
 - Ability to perform under pressure in fast-paced environments
 - Fluent in English and Spanish
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References

Available upon request