

Ismael I. Ayala
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Personal Statement

I am an intelligent individual who not only exhibits a high level of professionalism but is also passionate about providing outstanding customer service. I am more than confident that I will be able to manage expectations and communication. As a confident individual I can work effectively within a changing environment and am able to modify my behavior style and approach in order to achieve results.

Professional Experience

Avelo Airlines, Ramp Agent Leadership/Supervisory

Oct 2021-May 2022

- Responsible for assigning each individual in my team, their day-to-day tasks
- Ensuring that each individual accomplished their daily tasks
- Assisted with scheduling
- Responsible for training new hires and providing recurrent training
- Responsible for daily documentation: all equipment inspection & security sweeps
- Responsible for accepting shipments to include dangerous goods

JetBlue Airlines, Ramp Agent

Feb 2020-Apr 2020 (COVID)

Delta Airlines, Ramp Agent

Nov 2018-Feb 2019

American Airlines, Ramp Agent

Jul 2015-Jul 2017

- Conducted break rides & Push Backs for: A319, A320, A321, E170, E175, E190,B737-800
- Responsible for cleaning cabins of aircraft each night
- Experienced in all ramp equipment to include: Belt loaders, tugs, de-icing trucks etc.
- Proficient in de-icing aircraft
- Expertly loaded aircraft with luggage
- Performed lavatory and water services

Nutmeg Bowl, Pin chaser/Mechanic/Facility Work/Cust Svc

Oct 2002-Jun 2014

- Maintain and Repair Bowling Machines
- Perform standby service on automatic pinspotter
- Corrected pin jams and minor malfunctions
- Conducted scheduled maintenance on HVAC units
- Completed minor electrical work
- Painted as needed
- Excellent customer service assistance

Education & Licensure

2004 - Bullard Havens Vocational & Technical School electrical certificate

2004 - HS Diploma