

# Mary Henriques

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## Career Overview

10 years experience in Crew support with world leader in fractional aviation; Pilot; Excel in fluid, time-sensitive environment; commitment to customer confidentiality; Efficient interface with in-house, external resources achieving consistently superior issues resolutions. Learning style strengths: ideation, learner, quick to grasp situational context; Strong written/verbal skills; Attention to detail, Assisted with coordination of flawless round-the-world trip for company VP: responsible for embassy, consular, hotel contacts; historic house deed research; Self-starter. Nantucket basketry, artisan baking, chair caning

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## Core Strengths

- ◆ Enthusiastic developer of good relations with clients
- ◆ Proactive and Creative problem-solver
- ◆ Excellent organizational skills
- ◆ Customer-service oriented
- ◆ Energetic work attitude
- ◆ Effective solution development
- ◆ Active listener

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## Accomplishments

### *Quality Communication*

Interact with in-house and external resources to ensure best possible issue resolution

### *Customer Service*

Research and resolve issues to ensure resolutions met or surpassed company expectations.

### *Customer Follow-up*

Ensured that solutions met expectations/needs via follow-up calls (*NetJets, Inc.*).

### *Conflict Resolution*

Responsible for handling crew issues, forwarding to management, if indicated; accurately provide information to ensure resolution of issues

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## Work Experience

12/1999 - 09/2009

**NetJets, Inc.** Columbus, OH

**Senior Flight Coordinator**

\**Primary contact* for 40 - 60 crewmembers. Excellent resource management - daily accessed in-house and external resources to realize consistently superior resolutions for wide range of duty day issues.

\**Provided customer service* for an average of 60 calls per day, answering inquiries, solving problems, and providing new duty day information.

\**Provided an elevated customer experience* to maintain trust and confidence in efficient issues resolution.

\*Received multiple reviews from crew and management acknowledging my level of *dedication to excellent customer service*.

\*Developed reputation as an *efficient service provider* with high levels of accuracy. *Assisted crew members in person and via telephone*.

\**Ensured superior customer experience* by addressing customer concerns, demonstrating empathy, and resolving problems on the spot.

\*Separated from company due to downsizing.

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## Educational Background

Nursing - **Associate Degree**

**Westbrook College**, Portland, ME

Romance Languages - **Bachelor of Arts, cum laude**

**Wells College**, Aurora, NY

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## Additional Accomplishments

Licensed pilot - Commercial, ASMEI Instrument, Certified Flight Instructor

Facility French, Spanish, German, Italian. *Superior* score - Modern Languages Aptitude Test

Resided and studied in Europe, Southeast Asia

Registered Nurse (inactive)