

AUDREY MAHAL

Sarasota, FL 34221 · 315.767.0448

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SKILLS

- Fluent in Multi-lingual Languages: English and Urdu (Verbal and Written Communication), Hindi and Punjabi (Verbal Communication).
 - Administration – Adept in Microsoft Office Suite, Accounts Payables and Receivables, and Account Management.
 - Tactful Escalation Management
 - Knowledge and Proven Adherence of Delta and United States Department of Transportation Compliance Guidelines and Requirements.
 - Professional Leadership, Time Management, and Conflict Resolution with proficient critical thinking and multi-tasking/management skills.
 - Deadline-driven work ethic with detail-oriented and effective management abilities with proven patience and self-discipline.
 - Effective Trainer and Mentor
 - Experience with RMS, Campspot, K2, and Stay List.
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EXPERIENCE

Customer Service Representative

Sarasota Tax Collector's Office | 2025 – Present

Key duties include handling payments; providing information on taxes, licenses, and fees; processing payments and receipts; balancing cash; updating customer records; and delivering courteous, accurate in-person customer service. Demonstrated strong communication skills, attention to detail, and professional interaction with the public.

Airport Operations Manager

G2 Secure Staff – Sarasota Airport | 2024 – Oct 2025

Managed 60 employees in daily airport operations including cabin cleaning teams, wheelchair service staff, curbside check-in, and bag runners. Oversaw vendor relationships with Southwest,

Allegiant, Sun Country, Avelo, Breeze, and JetBlue. Ensured smooth daily operations, budgeting, payroll, recruitment, terminations, corrective actions, and weekly vendor performance meetings.

Assistant Resort Manager

Sun Communities | 2023 – 2024

Responsible for housekeeping, front office and Maintenance staff. Hiring. Termination, counselling and guidance. HR liaison duties, safe management, employee scheduling, and general operations

Camp Host / Summer Manager

Ho Hum RV Park | 2022 – 2023

Provided exceptional customer service, concierge assistance, and reservation management. Responsible for hiring new staff, HR liaison duties, safe management, employee scheduling, and general operations. Worked with RMS.

Joint Venture Supervisor, Operations Manager

Delta Air Lines | 2015 – 2022

Managed policy implementation, incident management, and escalations for call center operations. Served as liaison to the Network Operations Center (NOC) and Office Leadership. Oversaw workforce management including real-time adherence, scheduling, and performance metrics. Partnered with Emergency Response and Safety Teams. Conducted data analysis to identify process improvements. Managed digital and social media channels to monitor and respond to customer sentiment.

New Hire Classroom Trainer

Delta Air Lines | 2015 – 2020 (Concurrent Role)

Facilitated corporate training programs, regulatory compliance instruction, and employee performance reporting for new hires.

Customer Service Agent / Reservations Sales Agent

Delta Air Lines | 2007 – 2015

Maintained safe environments while providing exceptional service at airport gates, ticket counters, and baggage services. Managed currency and assets assisted a diverse global customer base and handled incidents professionally in fast-paced environments.

Medical Assistant

Samaritan Health | 2006 – 2007

Took vital signs and assisted with PAP smears, strep tests, minor surgeries, and blood draws.

EDUCATION

Master of Business Administration (MBA) – University of Phoenix

Bachelor of Science in Management – University of Phoenix

Medical Assistant Certificate – Computer Career Center (El Paso, TX)

Institute of Legal Executives, Certificate – West Thomas College (London, UK)

ACTIVITIES

- Active member of the National Society of Leadership and Success (NSLS)
 - Prior volunteer for Veteran's Employee Network during tenure with Delta Airlines
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REFERENCES

Available upon request