

Brendon K. Lee

Objective

To utilize my years of customer service experience and passion for travel to be an in-flight representative

Employment

2011-Present Hawaiian Airlines

Customer Service Agent/Contract Service

- Checking-in passenger and baggage.
- Making reservations for air using the Sabre reservations system.
- Boarding passengers at the gate.
- Assisting passengers with lost and found claims.
- Handling and tagging baggage, cargo and mail.
- Cleaning aircraft and other areas.
- Loading and unloading trucks and aircraft.
- Servicing aircraft with fuel, lubricant and related supplies.
- Operating automotive equipment.

2009-2010 Loko'ea Fishpond Haleiwa, HI

Educational Program Director

- Implement educational programs for various age groups utilizing traditional Hawaiian Loko'i'a practices
- Supervise educational programs for school visits to fishpond
- Work with various school grades in educational programs

2006-2010 TMTT/Whitney Education/Rich Dad Education/Tigrent

Stocks/Options/FOREX Educational Coach

- Teach online one on one courses in financial education
- Follow up with students during 16 week education program

2006 Starwood Vacation Ownership Waikiki, HI

Vacation Service Coordinator

- Assist hotel guests with vacation needs
- Introduce guests to Starwood Vacation Ownership
- Set up Vacation Ownership tours

2004 – 2005 Town & Country Surf Kapolei, HI

Assistant Manager

- Accessories buyer
- Surfboard design manager
- Materials buyer
- Evaluation of employees
- Preparing weekly sales reports

- Controlling inventory levels
- Reconciling daily deposits and account receivables
- Assist in management of factory production
- Managing PNL to achieve maximum EBIDTA
- Manage all internet sales

2002-2003 This Week Magazine Honolulu, HI
Circulation Director

- Setting and implementing departmental budgets
- Managing nation wide circulation of numerous publications
- Managing of accounts
- Securing new accounts
- Managing state wide staff
- Maintenance of state wide fleet of delivery vehicles
- Interdepartmental partnerships for company marketing events
- Bonus achievements for meeting budgets
- Bonus achievements for market share results

1997-2002 California Pizza Kitchen Honolulu, HI
Marketing Coordinator/National Opening Teams

- New hire orientation and training
- Setting budgets for labor
- PNL Statements
- Setting and implementing plans of action to meet budgets
- Scheduling 60+ employees
- Contributing editor "Golden Pin Gazette" (company training newsletter)
- Motivating sales team
- Supervision of 24 plus employees on shift management
- Marketing committee for Ala Moana Shopping Center
- Internal and external marketing strategies
- Set up and institution of operational procedures for new locations
- Critiquing of new staff and management
- Bonus for excellence in service
- Bonus for excellence in customer service
- Bonus for excellence in sales
- Bonus for excellence in management
- Company award for excellence in training

Education [REDACTED] Kamehameha Schools Honolulu, HI
Diploma

[REDACTED] Leeward Community College Pearl City, HI

[REDACTED] Kapiolani Community College Honolulu, HI

References [REDACTED] [REDACTED] [REDACTED]
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[REDACTED] [REDACTED] [REDACTED]

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Interests
Pearl Harbor Hawaiian Civic Club
Hui o He'e Nalu
United States Triathlon Association
United States Golf Association
PGA Tour Partners Club
Kamehameha Schools Alumni Association
Kawaiolaonapukanileo
Hokule'a Crew
Hawaiian Airlines HEART