

Carolyn M. Marsalek

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SUMMARY

Agent with more than 29 years of experience in customer service, assigned to gates, the ticket counter, the Tower, Premium Services and the International Terminal 4. Additional experience includes administrative responsibilities, scheduling, and building bids for the agents.

ACCOMPLISHMENTS

Procedure Development/Refinement.

Served as the ORD Chairperson for the Agent Advisory Board as well as the System Chairperson for the Agent Advisory Board that represented the agents at headquarters prior to electing the CWA to represent our workforce. Worked as an activist to elect the CWA/IBT to represent the agents. Served as the Diversity representative at Headquarters for the 40+ Employee Resource Group.

COMMUNITY ACTIVITIES

Central Lakeview Neighbors, Chicago, IL

Member, 2000 - 2014

Participated in Clean Up Green Up and yearly neighborhood beautification projects, attended meetings and volunteered at fund raisers.

HONORS AND AWARDS

- Perfect Attendance - American Airlines, Chicago, IL, 2009 - 2014. Five years of Perfect Attendance.
- Thesis Graded A with Distinction - DePaul University, Chicago, IL, 1997 - 1997
- Stars Among Us - American Airlines, Chicago, IL., 1990 - 1990. Employee of the Month in Customer Service

EMPLOYMENT AND EXPERIENCE

American Airlines, Chicago, IL

Airport Agent, 1986 - Present

Circuit Court of Cook County, Chicago, IL

Deputy Clerk, 1980 - 1990

EDUCATION

DePaul University, Chicago, IL

M.A., Liberal Studies, 1997

Loyola University of Chicago, Chicago, IL

B.S., Criminal Justice, Minor: Political Science, 1984

The Immaculata High School, Chicago, IL

H.S. Diploma, College Prep, 1980