ROBERT SMITH

**Ticket Agent­Travel Counselor**

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**SUMMARY**

Seeking to expand the knowledge in the Customer Service and Hospitality Business Industry utilizing leadership skills to succeed.

**CORE COMPETENCIES**

Excel And Powerpoint, Sabra, Leadership, Computer Literacy, Hospitality, Adaptability, Interpersonal Skills.

**PROFESSIONAL EXPERIENCE**

# Ticket Agent­Travel Counselor

**ABC Corporation ­ January 1995 – October 1997**

**Key Deliverables:**

* Assisted in &quot;special projects&quot; assigned by Supervisors or International Service Coordinators.
* Responsible for daily cash sales and accountable documents during the course of the day.
* Handled numerous types of ticket transactions such as reissues and exchanges of tickets, preparation of tour and group tickets.
* Entertained general membership inquiries in regards to credit and deposits of accrued frequent flyer mileage and points earned from partner hotels and car rental.
* Issued tickets for Air Travel Reward certificates and locally authorized reservations.
* Assisted customers with Lost Ticket Applications, student cards, fares, and travel planning.
* Regularly monitors box office inventory and ticket production supplies and notifies the Manager of shortages.

# TICKET AGENT

**ABC Corporation ­ 1991 – 1995**

**Key Deliverables:**

* Helped passenger with travel questions and screened boarding passes.
* Weighted passenger baggage.
* Assisted passengers on arriving domestic and international flights.
* Checked­in passengers baggage.
* Assisted unaccompanied minors (UM).
* Verified passengers departure documents.
* Knowledge of Altea system.

**EDUCATION**

* Diploma

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