

ROBERT SMITH

Ticket Agent-Travel 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 Agent-Travel Counselor

ABC Corporation - January 1995 – October 1997

Key Deliverables:

- Assisted in "special projects" 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.
- Checked-in passengers baggage.
- Assisted unaccompanied minors (UM).
- Verified passengers departure documents.
- Knowledge of Altea system.

EDUCATION

- Diploma