

ROBERT SMITH

Ticket Agent I

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SUMMARY

Seeking to obtain employment where strong customer service skills, professional demeanor, and work experience can be utilized to benefit a company and its clients.

SKILLS

Answer Phones, Clean Work Areas, and Customer Service.

WORK EXPERIENCE

Ticket Agent I

ABC Corporation - November 2012 – June 2013

- Assemble and issue required documentation, such as tickets, travel insurance policies, and itineraries.
- Determine whether space is available on travel dates requested by customers, assigning requested spaces when available.
- Inform clients of essential travel information, such as travel times, transportation connections, and medical and visa requirements.
- Maintain computerized inventories of available passenger space and provide information on space reserved or available.
- Confer with customers to determine their service requirements and travel preferences.
- Examine passenger documentation to determine destinations and to assign boarding passes.
- Plan routes, itineraries, and accommodation details, and compute fares and fees, using schedules, rate books, and computers.

Ticket Agent

ABC Corporation - 2009 – 2012

- Peninsula Airways Anchorage, AK Providing customer service to passengers by making reservations, ticketing, issuing vouchers.
- Worked closely with Flight Operations to ensure flights are going out on time and all passengers are accounted for.
- Controlling flights, providing proper paper work for CRS and Operations.
- Worked well to achieve targets and ensured that all queues and updates are regularly checked.
- Handled internal and external calls offering the highest level of customer service.
- Issued airline tickets for booking in-line with contracts, monitored and communicated airline schedule changes and flight cancellation, checked on manifest against information booked.
- Type 50 wpm.

SCHOLASTICS

- Diploma - 2009(Island Coast High School Cape Coral - Cape Coral, FL)