ROBERT SMITH

# Ticket Agent-Cast Member

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Experienced Ticket Agent versed in customer support in high call volume environments. Superior computer skills and telephone etiquette.

# EXPERIENCE

## Ticket Agent-Cast Member

### ABC Corporation - SEPTEMBER 2014 – MAY 2019

* Greeted passengers, verified tickets and directed passengers to assigned seats.
* Addressed passengers concerns about delayed and canceled flights and resolved the issue through re-routing and rescheduling flight.
* Explained the use of safety equipment and answered passengers questions.
* Loaded, unloaded and transported cargo weighing up to 75 pounds between terminals and aircraft.
* Loaded, stowed and unloaded baggage, cargo, and freight, and submitted completed documentation to management.
* Checked air cargo against documentation to identify and resolve any discrepancies.
* Relayed updates and information to passengers in a friendly and timely manner.

## Ticket Agent

### ABC Corporation - 2012 – 2014

* Made Domestic and International air arrangements utilizing worldspan.
* Received inbound calls for international and domestic travel arrangements.
* Responsible of training all new Employees.
* Walt Disney Company May 2005-May 2006 Orlando, FL Wholesale Agent Entered incoming reservation for wholesale companies via email, fax or manifest.
* Help front desk problems on wholesale bookings.
* Assist Wholesale Companies with any questions or Concerns.
* Enter incoming reservation for wholesale companies via fax, email or manifest.

# EDUCATION

* Associate

# SKILLS

Leadership, Computer Literacy, Hospitality, Adaptability, Interpersonal Skills, Communication, Time Management.

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