

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.