***CONTACT DETAILS***

1737 Marshville Road,

Alabama

(123)-456-7899

info@qwikresume.com

[**www.qwikresume.com**](http://www.qwikresume.com/)

***SKILLS***

Quick Learner, Creative Problem Solver, Critical Thinking, Project Planning, Report Writing, Multitasking, Social Media Knowledge, Strong Work Ethic, Word Processing.

***LANGUAGES***

English (Native) French (Professional) Spanish (Professional)

***INTERESTS***

Climbing Snowboarding Cooking Reading

***REFERENCES***

Reference – 1 (Company Name)

Reference – 2 (Company Name)

Robert Smith

***Ticket Agent II***

# PERSONAL STATEMENT

2 years of customer service with the ability to organize helping customers and work under extreme work pressure.

# WORK EXPERIENCE

## Ticket Agent II

### ABC Corporation - February 2009 – January 2010

*Responsibilities:*

* Determined special assistance needs of passengers.
* Directed ground crews in the loading and unloading of aircraft cargo or baggage.
* Ensured that all crew members were fully qualified, properly rested, prepared for flight, had all required licenses and certificates in their possession.
* Utilized standard operating procedures, effective crew resource management, communication and procedures specified in the company operation manual.
* Worked within flight operations to maintain a culture of safety with efficient procedures.
* Transported luggage and cargo to various airport locations.
* Answered calls daily addressing customer inquiries, solving problems and providing new flight information.

## Ticket Agent

### ABC Corporation - 2008 – 2009

*Responsibilities:*

* Greet; verify tickets, and process guest through security, baggage check, boarding, departure, and arrivals to/from their flights for both domestic and international travel.
* Manage guest arrangements; departures, arrivals, and connections.
* References Upon Request References 1.
* Jimmy Momom (Pro Desk Manager) (202) 904-1593 2.
* Tim Williams (Supervisor for PRTC) (703) 485-7098 3.
* Rappahannock Jail (C.O.
* Supervisor) (540) 540-1871.

# Education

HS- (Searcy High - Searcy, AR)