

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)

CONTACT DETAILS

1737 Marshville Road,
Alabama
(123)-456-7899
info@qwikresume.com
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)