

ROBERT SMITH

Associate Ticket Agent

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The objective is to gain further education while providing the employer with excellent and dedicated Services as an employee and also challenging Position with opportunity for career enhancement, Advancement, and growth.

JANUARY 2001 - MAY 2008

ASSOCIATE TICKET AGENT - ABC CORPORATION

- Planned routes and cost for travelers, schedules rate using computer booking systems.
- Directed passengers to identified gates for loading and unloading.
- Provided a formal announcement for departure and arrival information for travelers.
- Effectively communicating with the passenger on delayed bags Managed a wide variety of customer service and administrative tasks to resolve customer issues quickly and efficiently.
- Routinely answered customer questions regarding inbound and outbound.
- Direct passengers to identified areas for loading according to their pass/ticket information.
- Planned routes and costs for travelers, using schedules, rate books, and computer.

2000 - 2001

TICKET AGENT - ABC CORPORATION

- 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.

EDUCATION

Interior Design - (American River College - North Highlands, CA)

SKILLS

Communication, Merchandising, Business Development, Customer Service, Analytical Thinking.