**SUMMARY**

Ticket Agent with 4+ years of experience is now seeking to apply technical aptitude and passion for culture to a position.

**CORE COMPETENCIES**

Leadership Training, Notary Public, Management, Customer Service, Customer Relations, Administrative Support.

**PROFESSIONAL EXPERIENCE**

# Ticket Agent III

## ABC Corporation ­ October 2006 – February 2007

**Key Deliverables:**

* Answered an average of 40 calls per day by addressing customer inquiries, solving problems and providing new product information.
* Greeted customers entering the store to ascertain what each customer wanted or needed.
* Described product to customers and accurately explained details and care of merchandise.
* Politely assisted customers in person and via telephone.
* Provided an elevated customer experience to generate a loyal clientele.
* Investigated and resolved customer inquiries and complaints in a timely and empathetic manner.
* Recipient of multiple positive reviews acknowledging dedication to excellent customer service.

# Ticket Agent

## Kings Castle Theater ­ 2003 – 2006

**Key Deliverables:**

* Answer phones to take reservations.
* Made sure all customers had tickets.
* Cash handling, and filling out end of day reports Accomplishments Built my customer service skills.
* Got more confidence in myself.
* Skills Used Customer service.
* Computer skills.
* Cash handling.

**EDUCATION**

Associate of Arts in General Education ­ (Seminole State College ­ Sanford, FL)