

ROBERT SMITH

Ticket Agent III

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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

ROBERT SMITH

Ticket Agent III

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

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

