

Robert Smith

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Reservations Supervisor

SUMMARY

Effectively builds loyalty and long-term relationships with customers while achieving all individual sales goals.

SKILLS

Multi-Tasking, Navis Phone System, SMS.

WORK EXPERIENCE

Reservations Supervisor

ABC Corporation - March 2004 - August 2008

- Managed the activities of 20 team members.
- Developed and implemented policies, procedures, and process improvement initiatives to improve retention rates and increase customer satisfaction.
- Developed rapport with the customer base by handling difficult issues with professionalism.
- Recommended changes to existing methods to increase the accuracy, efficiency, and responsiveness of the customer service department.
- Effectively communicated with team members to maintain clearly defined expectations.
- Developed, implemented and monitored help desk to maximize customer satisfaction.
- Cross-trained and provided back-up for other customer service representatives when needed.

Reservations Supervisor

Delta Corporation - 2001 - 2004

- A team of 40+ employees to increase reservation bookings, arrivals, and overall customer satisfaction I also created an internal company Intranet too.
- Manage the efficient operation of in-house reservations department Provide supervision, direction, and leadership to staff Assist with the booking.
- Assisted agents with reservation information & questions, monitored & scored agents calls, conference with agents on their call monitors & work.
- Supervised reservations agents, provided customer service and made detailed reservations for Mesa, United Express, US Airways Express, and America.
- Operated a variety of computer systems, maintained employee and customer service records, provided employment plans for agents.
- Trained on Apollo, Pars, and Sabre Airline systems.
- Received Supervision Certificate from American Airlines.

EDUCATION

Associates In Travel And Tourism - (Sawyer School Of Business)