

# ROBERT SMITH

## Ticketing Agent

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

### SUMMARY

To become a valuable member of your team, utilizing and expanding my skills and training in the medical field as a medical assistant. I pride myself on helping others reaching out to help the community in any way needed.

### CORE COMPETENCIES

Communication Skills, Detail-Oriented, Analytical Skills.

### PROFESSIONAL EXPERIENCE

#### Ticketing Agent

**Delta Corporation - 2001 – 2003**

##### Key Deliverables:

- Maintained regular attendance in compliance with Victory Casino Cruises Handbook. Scheduling will vary according to business needs.
- Field inbound guest service phone support.
- Obtained all necessary information when making reservations.
- Completed activities, associated paperwork, and/or computer entries related to boarding and/or deplaning passengers.
- Keyed passenger information into the ticketing reservation system.
- Assisted passengers with reservations, ticketing, and adjustments to itinerary.
- Greeted passengers and provides necessary travel and gate information.

#### Ticketing Agent

**Delta Corporation - 2009 – 2011**

##### Key Deliverables:

- Completed daily fax reports to tour operators/suppliers to inform of daily sales totals.
- Responsible for reservations and ticketing through the Amadeus selling platform in a small office.
- Handles ticket issuance, re-bookings, and refunds.
- Performed administrative functions.
- Able to understand complex fare computations and itineraries to maximize workflow.
- As a Ticketing Agent, engaged potential customers and sold tickets to various attractions and bus tours around the city.
- Assisted airline customers with their ticketing and baggage needs (which also includes ticket sales and upgrades).

### EDUCATION

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