

# ROBERT SMITH

## Ticketing Agent

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Seeking a competitive and challenging environment where one can serve your organization and establish an enjoyable career. Strong ability to organize work processes to more efficiently complete work tasks. Excellent interpersonal skills and ability to work effectively in a team environment.

## EXPERIENCE

### Ticketing Agent

#### Delta Corporation - 2016 - 2017

- Ability to provide low-level resolution regarding guest issues and escalate to the Guest Services Supervisor or Guest Services Manager, when appropriate
- Responded to guest inquiries and provide directions to specific areas, information regarding special events, operating hours, etc.
- Understood role in inclement weather situations
- Provided ponchos in the event rain are present or imminent
- Maintained cleanliness of the working area as well as the surrounding Parkway.
- Assessed area and ensure that all supplies are well-stocked at the beginning and end of the day
- Communicated with other team members to ensure up-to-date information is always provided to guests

### Ticketing Agent

#### Delta Corporation - 2019 - 2020

- Called up different airlines for rates and quotations.
- Made purchase orders for airlines, hotels, resorts, etc.
- Faxed in documents with airlines to process ticket issuance.
- Made follow up in regards to ticket refunds and other inquiries.
- Assisted clients in their travel need especially with documents that need to be revalidated by different agencies.
- Performed other duties that may be assigned.
- Responsible for handling all areas of travel, including flight booking, car rental, hotel stays and tour packages.

## EDUCATION

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## **SKILLS**

Microsoft Office, Microsoft Excel, Quickbooks, Time Management, Organization, Leadership.