



# OLIVIA SMITH

## Ticketing Agent

✉ support@qwikresume.com

☎ (123) 456 7899

📍 Los Angeles

🌐 www.qwikresume.com

### 💡 SKILLS

Customer Decision Support



Conflict Resolution Skills



Promotional Skills



Event Coordination



Travel Itinerary Planning



Booking Procedures



### 🎯 INTERESTS

🏛 History      🚴 Cycling

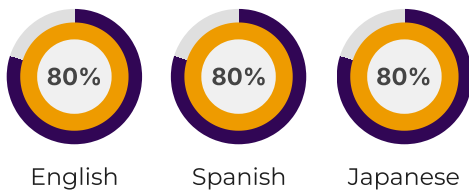
🎮 Gaming      🎧 Podcasts

### 👊 STRENGTHS

✅ Accountability      🛡 Courage

⚙ Optimism      💡 Ingenuity

### 🗣 LANGUAGES



### 🏆 ACHIEVEMENTS

- 🌟 Achieved a 95% customer satisfaction rating through exceptional service.
- 🌟 Processed over 1,500 ticket transactions monthly with a 99% accuracy rate.

### 👤 PROFESSIONAL SUMMARY

Enthusiastic Ticketing Agent with 5 years of experience in providing exceptional service and efficiently managing ticketing operations. Adept at resolving customer inquiries and optimizing travel arrangements to enhance passenger satisfaction. Committed to leveraging strong communication and problem-solving skills to create seamless travel experiences for clients.

### 💼 WORK EXPERIENCE

#### Ticketing Agent

📅 Apr / 2022-Ongoing

Seaside Innovations

📍 Santa Monica, CA

1. Ensured accuracy of passenger information on tickets to minimize errors.
2. Verified and managed reservations effectively to enhance customer experience.
3. Utilized SABRE to print and distribute tickets to customers promptly.
4. Informed travelers of critical travel details, including visa and medical requirements.
5. Managed baggage check-in processes to ensure smooth operations.
6. Handled customer inquiries, maintaining detailed records of interactions.
7. Provided timely updates on ticket status and travel changes to clients.

#### Ticketing Agent

📅 Apr / 2020-Apr / 2022

Summit Peak Industries

📍 Denver, CO

1. Answered customer questions regarding ticketing and baggage policies courteously.
2. Resolved customer complaints professionally, maintaining high service standards.
3. Created and confirmed reservations for travelers, ensuring accurate bookings.
4. Coordinated with tour operators to finalize outstanding reservations.
5. Issued electronic tickets via email efficiently for convenience.
6. Provided customer service support through call center interactions.

### 🎓 EDUCATION

#### Associate of Applied Science in Hospitality Management

📅 Apr / 2018      Apr / 2020

City College of San Francisco

📍 Santa Monica, CA

Focused on customer service and operational management in the hospitality industry.