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EXPERTISE SKILLS

- ticketing systems
- customer service
- compliance
- market analysis
- itinerary management
- training

LANGUAGES

- English
- Spanish
- French

CERTIFICATION

- Bachelor of Science in Hospitality Management, University of Florida, 2018

REFERENCES

John Smith

Senior Manager, Tech Corp
john.smith@email.com

Sarah Johnson

Director, Innovation Labs
sarah.j@email.com

Michael Brown

VP Engineering, Solutions Inc
mbrown@email.com

MICHAEL ANDERSON

AIR TICKETING COORDINATOR

Strategic Air Ticketing Executive with over 5 years of experience in optimizing ticketing operations within the aviation sector. Demonstrates a keen understanding of fare structures and ticketing systems, coupled with a commitment to providing outstanding customer service. Proven ability to analyze market trends and customer preferences to enhance product offerings and drive sales.

PROFESSIONAL EXPERIENCE

Airline Solutions Group

Mar 2018 - Present

Air Ticketing Coordinator

- Coordinated ticketing for international travel, ensuring compliance with regulations.
- Utilized ticketing software to manage bookings and issue tickets efficiently.
- Provided clients with detailed travel itineraries and fare options.
- Assisted in resolving ticketing disputes, maintaining high customer satisfaction.
- Monitored industry trends to inform pricing strategies.
- Engaged in cross-training initiatives to enhance team capabilities.

Travel Connect

Dec 2015 - Jan 2018

Junior Ticketing Agent

- Processed ticketing requests for domestic and international flights.
- Maintained accurate records of all transactions and client interactions.
- Provided support in group bookings and special requests.
- Assisted in the development of marketing materials for travel promotions.
- Engaged with clients to gather feedback and improve service delivery.
- Participated in weekly team meetings to discuss performance metrics.

ACHIEVEMENTS

- Received commendation for exceptional customer feedback scores.
- Improved ticket processing time by 20% through effective workflow management.
- Contributed to a team project that increased sales by 15% in one quarter.