MA

Michael
ANDERSON

TICKETING OPERATIONS SPECIALIST

Proficient Air Ticketing Executive with a strong foundation in travel management and customer service, offering over 6 years of experience in the ticketing domain. Highly skilled in utilizing advanced ticketing systems to deliver accurate and timely services. Demonstrates a commitment to continuous improvement and professional growth, consistently seeking opportunities to enhance operational efficiencies.

CONTACT

- (555) 234-5678
- michael.anderson@email.com
- www.michaelanderson.com
- San Francisco, CA

SKILLS

- ticketing systems
- customer support
- market research
- GDS systems
- training
- compliance

LANGUAGES

- English
- Spanish
- French

EDUCATION

ASSOCIATE DEGREE IN TRAVEL AND TOURISM, COMMUNITY COLLEGE OF DENVER, 2017

ACHIEVEMENTS

- Achieved a customer satisfaction rating of 95% through diligent service.
- Streamlined ticketing processes, reducing turnaround time by 15%.
- Recognized for successfully managing a high volume of ticketing requests during peak seasons.

WORK EXPERIENCE

TICKETING OPERATIONS SPECIALIST

Travel Smart Agency

2020 - 2025

- Managed ticketing operations for a diverse client base, ensuring accuracy and compliance.
- Utilized GDS systems to facilitate bookings and ticket issuance.
- Provided exceptional customer support, resolving inquiries with efficiency.
- Conducted market research to inform pricing and promotional strategies.
- Collaborated with airlines to secure advantageous fare agreements.
- Trained new hires on ticketing procedures and customer service standards.

AIR TICKETING ASSOCIATE

Jetsetters Travel

2015 - 2020

- Assisted in processing ticketing requests and managing client inquiries.
- Maintained accurate records of transactions and client interactions.
- Engaged in upselling additional travel services to clients.
- Supported team initiatives to enhance operational efficiencies.
- Participated in training sessions to improve service delivery.
- Provided feedback on ticketing software for system enhancements.