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SKILLS

- ticketing workflows
- customer service management
- compliance
- training
- team supervision
- performance analysis

EDUCATION

BACHELOR OF SCIENCE IN BUSINESS ADMINISTRATION, UNIVERSITY OF ILLINOIS, 2015

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Received 'Top Performer' award for consistently exceeding sales targets.
- Improved team efficiency by implementing new ticketing protocols.
- Successfully managed high-pressure situations during peak travel seasons.

Michael Anderson

AIR TICKETING SUPERVISOR

Results-driven Air Ticketing Executive with extensive experience in the travel and tourism industry, specializing in ticketing and customer service management. Over 7 years of experience in optimizing ticketing workflows and ensuring compliance with airline regulations. Proven ability to leverage technology to enhance operational efficiencies and improve customer experiences. Adept at analyzing complex travel itineraries and providing personalized solutions to clients.

EXPERIENCE

AIR TICKETING SUPERVISOR

Elite Travel Solutions

2016 - Present

- Supervised a team of ticketing agents, ensuring adherence to service standards.
- Developed and implemented ticketing strategies that improved efficiency by 30%.
- Monitored ticketing operations for compliance with industry regulations.
- Provided training and mentorship to new team members.
- Engaged with clients to understand their travel preferences and needs.
- Conducted regular performance reviews to enhance team productivity.

TICKETING AGENT

Travel Horizons

2014 - 2016

- Processed ticketing requests and managed bookings for diverse clientele.
- Maintained accurate records and documentation for all transactions.
- Assisted customers in resolving ticketing issues and inquiries.
- Participated in promotional activities to drive sales.
- Utilized ticketing software to issue tickets promptly.
- Provided feedback on customer trends to management for strategic planning.