



# MICHAEL ANDERSON

Air Ticketing Agent

Dedicated Air Ticketing Executive with a focus on customer service excellence and operational efficiency, possessing over 4 years of experience in the travel industry. Demonstrated ability to manage ticketing processes effectively while ensuring compliance with airline regulations. Strong interpersonal skills, enabling the establishment of positive relationships with clients and stakeholders. Proficient in utilizing ticketing systems to deliver timely and accurate services.

## CONTACT

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

## EDUCATION

### Diploma in Travel and Tourism

City College  
2019

## SKILLS

- customer service
- ticketing processes
- GDS systems
- record management
- upselling
- teamwork

## LANGUAGES

- English
- Spanish
- French

## WORK EXPERIENCE

### Air Ticketing Agent

2020-2023

Destination Travel Co.

- Handled ticketing requests for both domestic and international travel.
- Utilized GDS systems to manage bookings and issue tickets efficiently.
- Provided excellent customer service, addressing inquiries and resolving issues.
- Maintained accurate records of transactions and client interactions.
- Assisted in promoting travel packages through effective upselling.
- Participated in team meetings to discuss service improvements.

### Customer Service Representative

2019-2020

Travel Ease Solutions

- Supported ticketing operations and provided customer assistance.
- Processed payments and managed client accounts accurately.
- Engaged with customers to gather feedback on services.
- Participated in training sessions to enhance service delivery.
- Assisted in administrative tasks related to ticketing.
- Contributed to the development of customer service guidelines.

## ACHIEVEMENTS

- Recognized for achieving a customer satisfaction rating of 90%.
- Contributed to a project that improved processing times by 10%.
- Received positive feedback from clients for exceptional service.