



 (555) 234-5678

 michael.anderson@email.com

 San Francisco, CA

 www.michaelanderson.com

## SKILLS

- customer service
- ticketing management
- team supervision
- operational compliance
- problem-solving
- training

## EDUCATION

**DIPLOMA IN TRAVEL AND TOURISM  
MANAGEMENT, CITY COLLEGE, 2013**

## LANGUAGE

- English
- Spanish
- German

## ACHIEVEMENTS

- Achieved a 95% customer satisfaction rating during tenure as supervisor.
- Recognized for outstanding performance with the 'Employee of the Month' award three times.
- Successfully reduced customer complaint resolution time by 40% through effective processes.

# Michael Anderson

## TICKETING OPERATIONS SUPERVISOR

Dedicated Rail Ticketing Executive with a solid foundation in customer service and ticketing management, possessing over 9 years of experience in the rail transportation sector. Proven ability to enhance customer satisfaction through effective communication and problem-solving skills. Skilled in managing ticketing operations and improving service delivery standards. Demonstrated commitment to professional development and continuous improvement.

## EXPERIENCE

### TICKETING OPERATIONS SUPERVISOR

Regional Railways

2016 - Present

- Supervised daily ticketing operations, ensuring compliance with company policies.
- Trained and mentored new employees, fostering a culture of service excellence.
- Monitored ticket sales and inventory levels, reporting discrepancies to management.
- Implemented customer feedback mechanisms to improve service delivery.
- Resolved customer issues promptly, maintaining high satisfaction levels.
- Collaborated with cross-functional teams to enhance operational workflows.

### CUSTOMER SERVICE REPRESENTATIVE

City Rail Services

2014 - 2016

- Provided high-quality customer service in a fast-paced ticketing environment.
- Assisted customers with ticket purchases and inquiries, ensuring a positive experience.
- Maintained accurate records of transactions and customer interactions.
- Contributed to team goals and objectives through effective collaboration.
- Participated in training workshops to enhance service delivery skills.
- Identified opportunities for process improvements based on customer feedback.