

MICHAEL ANDERSON

Airline Reservation Supervisor

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

Proficient Reservation Executive with a strong focus on the airline industry, specializing in customer service and operational efficiency. Extensive experience managing reservations and providing exceptional service to travelers. Demonstrated capability in utilizing advanced booking systems to enhance customer satisfaction and streamline processes. Recognized for ability to handle high-pressure situations with professionalism and poise.

WORK EXPERIENCE

Airline Reservation Supervisor | Skyline Airlines

Jan 2022 – Present

- Supervised a team of reservation agents, ensuring adherence to service standards.
- Implemented efficiency improvements that reduced booking times by 20%.
- Managed customer inquiries and resolved issues effectively.
- Conducted staff training on new booking systems and procedures.
- Analyzed performance metrics to identify areas for improvement.
- Collaborated with marketing to optimize promotional strategies.

Reservation Agent | Global Airlines

Jul 2019 – Dec 2021

- Processed flight reservations with a high degree of accuracy.
- Provided exceptional customer service, addressing inquiries promptly.
- Maintained up-to-date knowledge of airline policies and procedures.
- Utilized reservation systems to track bookings and cancellations.
- Assisted in developing promotional campaigns to increase sales.
- Participated in cross-training initiatives to enhance team performance.

SKILLS

customer service operational efficiency team supervision booking systems training and development
promotional strategies

EDUCATION

Bachelor of Science in Aviation Management

2015 – 2019

Embry-Riddle Aeronautical University

ACHIEVEMENTS

- Increased customer satisfaction ratings by 30% through service improvements.
- Recognized as 'Employee of the Month' for outstanding service.
- Successfully led a project that streamlined the booking process, reducing errors by 25%.

LANGUAGES

English Spanish French