
Airline Ticket Agent Resume

Job Objective

To obtain an Airline Ticket Agent position that will allow me to utilize my skills and has potential for growth.

Work Experience:

Airline Ticket Agent, May 2004 – Present
AirTran Airways, Carson, CA

- Assisted passengers requiring special assistance to board and depart conveyance.
- Informed travel agents in other locations of space reserved or available.
- Announced arrival and departure information, using public-address system.
- Communicated customers and Ticket Agents to advise of changes with travel conveyance and to confirm reservation.
- Sold and assembled tickets for transmittal or mailing to customers.
- Answered inquiries made to travel agencies or transportation firms, such as airlines, bus companies, railroad companies and steamship lines.
- Checked baggage and directed passenger to designated location for loading.

Airline Ticket Agent, March 2002– April 2004
Swissport USA, Inc., Carson, CA

- Provided specified space to customers and maintained computerized inventory of passenger space available.
 - Determined availability of spaces on travel dates requested by customer.
 - Arranged reservations and routing for passengers at request of Ticket Agent.
 - Examined passenger ticket or pass to direct passenger to specified area for loading.
 - Planned route and calculated ticket cost, using schedules, rate books and computer.
 - Interpreted coded data on tickets to ascertain destination and assigned boarding pass.
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Summary of Qualifications:

- Outstanding ability to handle ticket sales for airlines at airports
 - Profound ability to maintain neat appearance in accordance with airline standards
 - Excellent communication skills to deal with customers in every aspect of the position
 - Ability to subtract, add, divide and multiply in all units of measure, using whole numbers, decimals and common fractions
 - Excellent ability to compute rate, ratio, and percent and to draw and interpret bar graphs
 - Ability to write reports, business correspondence and procedure manuals
 - Ability to effectively present information and respond to questions from customers and the general public
 - Flexibility to work necessary hours including evenings, weekends & holidays
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Education:

Associate Degree in Travel and Tourism, South Louisiana Community College, Lafayette, LA

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