
Airline Ticketing Agent Resume

Job Objective

To obtain an Airline Ticketing Agent position in a company that will allow me to grow with the company.

Work Experience:

Airline Ticketing Agent, May 2004 – Present
Swissport USA, Inc., Bristol, TN

- Maintained close liaison with customers on issues relating to bookings.
- Managed database and back office as required.
- Ensured all issues relating to ticketing complied with best practice.
- Effectively contributed towards strategy developments.
- Monitored and communicated airline schedule changes and flight cancellations.
- Checked all manifests against information booked.

Airline Ticketing Agent, March 2002– April 2004
Kelly Services, Bristol, TN

- Worked well to achieve targets and ensured that all queues and updates were regularly checked.
 - Utilized all preferred Airline contacts.
 - Assigned flights to the cruise system and ensured that allocations were used.
 - Handled internal and external calls, offering the highest level of customer service.
 - Issued airline tickets for bookings in line with contracts.
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Summary of Qualifications:

- Profound knowledge of IATA regulations
 - Operational knowledge of CRS System Amadeus and CRS
 - Sound knowledge of Amadeus, Abacus, Galileo, World span and Saber
 - Solid ability to handle reservations by assigning flights and ticketing
 - Proven ability to work to deadlines
 - Excellent communication skills
 - Ability to work under stressful situations and tight time constrain
 - Cable of working in nights, weekends, holidays and varying schedules and work both inside and outside in all types of weather conditions
 - Typing speed of 30 Words Per Minute
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Education:

Associate Degree in Travel and Tourism, Holyoke Community College, Holyoke, MA

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