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Customer Support Agent

About me

- Ability to easily connect with people
- Stress resistance
- Communication skills
- Attention to details
- Ability to easily maintain business and professional contacts
- Optimism
- Active life position
- Willingness to make decisions independently
- Skill to work in team
- Commitment to professional development

Hobby:

- music (listening and singing)
- spending time with friends and relatives
- reading books
- walk in parks
- good tasty food
- cooking

Work experience

Customer Care Agent · LLC Travel Management Group

February 2022 - May 2024 · 2 years 3 months

- Customer consulting and support (post ticketing assistance).
- Assistance in booking seats in the aircraft cabin, special meals, problems with payment, issuing air tickets.
- Advising on the status of flights in the booking system (Sabre, Amadeus), in the event of a change in the schedule or cancellation of flights, the search for available solutions in accordance with the airline policy.
- Assistance in canceling tickets within 24 hours (void).
- Helping customers with exchange and refunds inquiries (via phone, email, then processing it in gds).
- Assisting travel advisors with exchange, refund, credit for future use + miscellaneous inquiries, including calls to the airline as passenger or customer support representative, depending on the type and way the ticket was issued

👤 36 years
 ♀ Female
 📍 Chişinău
 💰 20 000 MDL

TOP Skills

- **Customer Support** · 2 years

Preferences

- Full-time
- In-house
- Hybrid
- Remote

Languages

- **Romanian** · Medium
- **Russian** · Fluent
- **English** · Communication

Customer care agent · Kivork

November 2019 - December 2021 · 2 years 1 month

- Customer consulting and support (post ticketing assistance).
- Assistance in booking seats in the aircraft cabin, special meals, problems with payment, issuing air tickets.
- Advising on the status of flights in the booking system (Amadeus, Worldspan, Sabre), in the event of a change in the schedule or cancellation of flights, the search for available solutions in accordance with the airline policy.
- Assistance in canceling tickets within 24 hours (void).
- Achievements: was the best agent for several months.

Skills: Customer Support

Booking agent · Ticket 1+1 · chisinau

August 2017 - August 2019 · 2 years 1 month

- Booking, sale, return and exchange of tickets (gds Gabriel, Sirena);
- Providing information in regards to a flight to the passengers;
- Drawing up reports.

Airline booking agent · S7 AIRLINES · др

September 2012 - July 2017 · 4 years 10 months

- Booking and ticketing
- Exchange and refund (voluntary/involuntary) of the tickets in GDS Gabriel and Sirena
- Sale of additional S7 AIRLINES services (booking a seat on board, extra-seat, pet, special meal, insurance, etc)
- Working with passengers and providing a competent solution to the issues towards the carrier (involuntary exchange, refund, schedule change, lost baggage, etc.)
- Working with cash register

account manager · LLC "Cherry-Finance" · Москва

January 2011 - July 2011 · 6 months

- Coupon service (discount on coupons). Searching and customer acquisition.
- Sales plan implementation.
- Work with objections.

Desired industry

- Management

Education: Higher

Slavonic University

Graduated in: 2010

Faculty: Faculty of Economics

Speciality: Business and Administration