

HARSHA SINGH

AIRLINE TICKETING AGENT

CONTACT

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PROFILE

Customer Service Agent who routinely exceeds passenger expectations in a consistently fast-paced environment while maintaining quality standards. Skilled at securing passenger reservations and effectively handling an assortment of booking issues. Specialize in database management and customer relations.

SKILLS

- Solid understanding of International Air Transport Association regulations
- Proficient in common airline booking software and database management
- Comprehensive experience with handling multiple booking issues
- Capable of working multiple shifts including evenings and weekends
- Able to meet tight booking deadlines in a timely manner
- Good communications and problem solving skills

EXPERIENCE

AIRLINE TICKETING AGENT

INDIGO AIRLINES | FEB 2019 - DEC 2021

- Scheduled advance and last-minute bookings
- Offered discounts and special deals when authorized to do so
- Managed passenger database
- Monitored airline schedules and posted updates on airline website
- Handled personal business and corporate bookings

AIRLINE TICKETING AGENT INTERN

ALLIANCE AIR AIRLINE | APR 2017 - JUN 2018

- Developed and implemented promotional strategies to boost airline bookings
- Considerably offered a high level of customer service
- Worked to resolve passenger booking issues
- Handled internal and external communications

EDUCATION

BACHELOR OF ARTS, MAJOR IN COMMUNICATION

UNIVERSITY OF PUNE | 2014 - 2017

GPA: 8.5/10

HIGHER SECONDARY EDUCATION, MAJOR IN SCIENCE

HOMIJI UNIVERSITY | 2012 - 2014

PERCENTAGE: 82.75%

ACHIEVEMENTS

GOLD MEDALIST

DISTRICT BADMINTON FINAL
DEC 2014

BEST STUDENT OF THE YEAR

BEST STUDENT IN FINAL YEAR
JAN 2018

RESUME BY

