

KAMIE HILZINGER

Ticketing Agent

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(927) 060-2027

123 Main St, Louisville, KY 40202



PROFILE

Dedicated Ticketing Agent with 1 year of experience in providing exceptional customer service, managing reservations, and handling ticket sales for various airlines. Proficient in using ticketing systems, adept at resolving issues, and committed to ensuring an enjoyable travel experience for clients. Excellent communication and interpersonal skills, with the ability to work effectively in a fast-paced environment.

LINKS

[linkedin.com/in/kamiehilzinger](https://www.linkedin.com/in/kamiehilzinger)

SKILLS

Amadeus

Sabre

Worldspan

Apollo/Galileo

SITA Reservations

Navitaire New Skies

KIU System

LANGUAGES

English

Mandarin

HOBBIES

Collecting travel souvenirs

Photography

EMPLOYMENT HISTORY

● Ticketing Agent at Ticketmaster Louisville, KY

Feb 2023 - Present

- Successfully processed over 1,500 ticket orders per month, contributing to a 20% increase in sales revenue for Ticketmaster Louisville, KY.
- Implemented a new customer service strategy that reduced average call wait time by 30%, resulting in increased customer satisfaction and repeat business.
- Trained and mentored 10 new Ticketing Agents, leading to a 15% improvement in team performance and efficiency.

● Junior Ticketing Agent at Etix Kentucky, KY

Sep 2022 - Dec 2022

- Successfully resolved 350+ customer inquiries and issues per month, resulting in a 95% customer satisfaction rating.
- Streamlined the ticketing process and reduced average transaction time by 15%, leading to increased efficiency and improved customer experience.
- Consistently exceeded monthly sales targets by an average of 20%, contributing to a 10% increase in overall revenue for Etix Kentucky.
- Developed and implemented a new training program for incoming Junior Ticketing Agents, which reduced training time by 25% and increased new hire productivity by 30%.

EDUCATION

Diploma in Airline Ticketing and Reservation Management at Bluegrass Community and Technical College, Lexington, KY

Sep 2018 - May 2022

Relevant Coursework: Airline Ticketing and Reservation Systems, Travel and Tourism Management, Customer Service, Airfare Calculations, Geographical Destinations, Global Distribution Systems, and Airport Operations.

CERTIFICATES

International Air Transport Association (IATA) Ticketing and Reservation Certificate

Dec 2021

Airport Customer Service Agent Certification

May 2020