



Ibrahim Yu

Customer Service Agent

Airline customer service agent with 3 years of experience processing ticket transactions, verifying travel documents, and managing gate operations using Sabre and Amadeus. Generates an average of \$1,480 in ancillary revenue per week by promoting destination packages and partner hotel deals at the ticket counter while assisting over 3,400 travelers monthly across multiple departure gates.

CONTACT INFORMATION



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Winnemucca, NV 12345

KEY SKILLS

- Sabre
- Amadeus
- Self-service kiosk operations
- TSA security requirements
- DOT regulations
- Baggage reconciliation
- Fare computation
- Gate boarding procedures
- Microsoft Excel
- CRM software

Professional Experience

CUSTOMER SERVICE AGENT | HIGH DESERT REGIONAL AIRLINES, WINNEMUCCA, NV

2024 - PRESENT

- Process an average of 137 credit card transactions daily for ticket purchases, baggage fees, and seat upgrades using Sabre.
- Reduced baggage handling errors from 22 per month to 9 per month by cross-checking tag destinations against boarding passes before loading onto the conveyor belt.
- Confer with passengers to determine travel preferences and compute fare options, assisting 3,410 travelers monthly across 4 departure gates.
- Announce boarding sequences, gate changes, and delay updates over the PA system for 11 flights per shift, keeping announcements under 45 seconds each.
- Promote destination packages and partner hotel deals at the ticket counter, generating an average of \$1,480 in ancillary revenue per week.

CUSTOMER SERVICE ASSOCIATE | SILVER RANGE GROUND SERVICES, RENO, NV

2023 - 2024

- Checked in and verified travel documents for 2,870 passengers monthly, scanning boarding passes with gate readers and confirming IATA identification standards.
- Lowered baggage handling errors by 13 incidents per quarter by implementing a double-scan verification step at the check-in desk.
- Planned connecting itineraries and calculated fare differences for rebooking requests, completing route lookups in Amadeus in under 3 minutes per transaction.

Education

- Associate of Arts in Communication Studies
Truckee Meadows Community College, Reno, NV | 2021 - 2023