
Varun Kumar

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PROFESSIONAL SUMMARY

Experienced Ticketing Executive with over 8 years of expertise in the travel industry. Proficient in ticketing systems, customer service, and travel booking procedures. I am skilled at managing customer inquiries, resolving issues, and ensuring a smooth booking experience. A dedicated team player with a deep understanding of airline policies, international and domestic travel routes, and pricing systems. Committed to providing exceptional service and increasing customer satisfaction.

KEY SKILLS

- Airline and Travel Booking Systems (Amadeus, Galileo, Sabre)
 - Customer Service & Communication
 - Ticket Reservation
 - Flight Itinerary Planning
 - Payment Processing
 - Issue Resolution & Problem Solving
 - Travel Industry Knowledge
 - Time Management & Multi-tasking
 - Team Collaboration & Client Interaction
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PROFESSIONAL EXPERIENCE

Reservation Executive

Mayank Travels.

July 2017 – January 2018

Reservation Executive

Bhatia Travels

February 2018 (One Month Only)

Ticketing Executive

World Travels REGD

March 2018 – Present

- Managed end-to-end ticketing operations, including booking, rescheduling, and cancellations for both domestic and international flights.
- Provided personalized travel assistance to clients, guiding them through ticketing processes and offering appropriate travel packages.
- Processed payments, including credit card transactions, and ensured all transactions were accurate and aligned with company policies.
- Advised customers on travel requirements, such as visa applications, baggage policies, and travel insurance.
- Assisted in maintaining and updating the agency's travel inventory, ensuring the availability of the latest deals and offers.
- Resolved customer complaints, identified issues, and worked collaboratively with airlines and suppliers to ensure the best solutions were provided.
- Trained and mentored new staff on ticketing processes and customer service protocols.
- Kept up to date with the latest airline policies, travel trends, and industry regulations.
- Ensured compliance with all security and documentation requirements related to bookings and ticketing.

Key Achievements:

- Consistently achieved high customer satisfaction ratings by providing prompt and efficient service.
 - Successfully handled complex ticketing cases, including last-minute bookings and special requests, with minimal errors.
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EDUCATION

Bachelor of Arts

Guru Nanak Dev University

Graduation Year: 2015

TECHNICAL SKILLS

- Amadeus
 - Galileo
 - MS Office Suite (Word, Excel, PowerPoint)
 - GDS (Global Distribution Systems)
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LANGUAGES

- English (Fluent)
 - Hindi (Fluent)
 - Punjabi (Fluent)
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