AG

- 21 years
- ♂ Male
- Chișinău
- **20 000 MDL**

in

## TOP Skills

- **Airline communication** · *1 year*
- **GDS** · *5 months*
- **NDC** · *5 months*
- **Ticketing** · *5 months*
- **OBC** · *2 months*

## Preferences

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

## Languages

- **Romanian** · Native
- **Russian** · Medium
- **English** · Fluent
- **Italian** · Medium

## Skills

- Team-work oriented | Responsibility | Motivated | Good listener and communicator | Written and Verbal skills | Microsoft Office ( Word , Excel and Power Point ) |

# Gds expert / travel agent / ticketing agent

## Work experience

**OBC (on board courier)** · FLYTRIX · Chișinău
*December 2024 - Present · 6 months*

- Collecting and delivering items in a sensitive time manner to a client via flights

Skills: OBC

**Ticketing agent** · Business Plane Experience · Chișinău
*August 2024 - December 2024 · 4 months*

- Purchasing flight tickets for travelers/OBC's
- Booking hotels and transfers via ratehowk.com, booking.com, expedia.com,
mytransfers.com
- Purchasing bus/train tickets
- Seats, meal, baggage assignment
- Ability to upsell travel packages, add-ons, and upgrades.
- Providing assistance for the customers
- Expertise in popular destinations, local customs, and travel requirements.
- Processing online check in
- Checking flight availability through Amadeus GDS and Cockpit
- Processing requests through Zoho CRM
- Communicating with the airline companies regarding issues, questions and
customers requests
- Processing exchanges directly with the airline and third party companies
- Providing assistance for reservations affected by schedule changes
- Processing payments

Skills: Ticketing, NDC, GDS

**Waivers Division of the Customer Experience**

Video editing and video making | Social Media | Decision-making | GdS | GDS Sabre | GDS Gali

# Driving licence

Category: B

**Technologies Department** · Kivork · Chișinău

*August 2023 - August 2024 · 1 year 1 month*

- Providing assistance for reservations affected by schedule changes
- Communication with the airline regarding passenger's reservation
- Requesting waiver code for affected reservations
- Creating and adjusting PNR's
- Seats, meal, baggage assignment
- Processing requests through Zoho, CRM and email
- Processing exchanges directly with the airline
- Searching flights and making new reservations through GDS
- Processing name correction through GDS and directly with the airline
- Processing payments
- Assistance with technical issues regarding reservations
- GDS experience (Sabre, Amadeus, Worldspan, Galileo, Apollo)
- Quick resolution of travel and ticketing issues.

Skills: Airline communication

# Desired industries

- Call Center / Back Office
- Tourism / Hospitality
- Sales / Retail

# Education: Incomplete higher

**ASEM**
*Currently studying*
Faculty: Finante si asigurari
Speciality: Finante si bănci

**ASEM**
*Currently studying*
Faculty: Relatii economice internaționale
Speciality: Economia mondiala și relații economice internaționale