



21 years

් Male

O Chisinău

□ 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) |

Datele de contact sunt contra cost. Detalii aici: https://www.lucru.md/ru/preturi/cv

Gds expert / travel agent / ticketing agent

Work experience

OBC (on board courier) · FLYTRIX · Chişinău

December 2024 - Present · 12 months

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

Skills: OBC

Ticketing agent · Business Plane Experience · Chisinău

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 | Decisionmaking | GdS | GDS Sabre | GDS Gali

Driving licence

Category: B

Technologies Department · Kivork · Chişinău

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 internationale

Speciality: Economia mondiala și relații economice internaționale