



♀ 21 years

♂ Male

◎ Chișinău

✉ 20 000 MDL

in

## TOP Skills

- **Airline communication** · 1 year
- **GDS** · 5 months
- **NDC** · 5 months
- **Ticketing** · 5 months
- **OBG** · 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) |

**Contact details are available for a fee.**  
**Details here:**  
**<https://www.lucru.md/ru/preturi/cv>**

# Gds expert / travel agent / ticketing agent

## Work experience

### **OBC (on board courier)** · FLYTRIX · Chișinău

*December 2024 - Present · 1 year 2 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

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

## Driving licence

Category: B

## Waivers Division of the Customer Experience 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 mondială și relații economice internaționale