

Afsaneh Pourmamtaz
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April 2016-July 2016

Delta Airlines, San Francisco International Airport (SFO)

Ready Reserve Customer Service Agent. Duties:

Ready Reserve Customer Service Agent serve customers in both the ticketing and gate areas at airport locations

Serving as a ticket agent are the first to greet the customers and guide and assist them with the ticketing and baggage check-in process.

The ticketing process requires the use of computers and responsible for all aspects of the ticketing process - selling, printing, reissue.

April 2012-Jan 5th 2014 United Airlines, San Francisco International Airport (SFO), Accepted Company Buyout.

Customer Service Representative/Relief Agent. Duties: The responsibilities of "A Relief Agent" consist Guest Check-in and assistance. Gate management / boarding announcements, rebooking

Due to irregular operations and reissuing new tickets, as needed, these were being done through SHARE computerized reservation system.

Oct 2010 –April 2011 SkyWest Airlines (United Express), San Francisco International Airport (SFO)

Customer Service Representative. Duties: Guest check-in and assistance. Gate management / boarding announcements

Jan 2009 - June 2009 Comerica bank, San Francisco, CA (Embarcadero Center)

Customer Service Representative. Duties: Process various banking transactions, with exceptional customer service, sales call, assist with reorganization of back office files and records.

May 08 –Nov 08 US AIRWAYS, San Francisco International Airport (SFO)

Customer Service Representative. Duties: Guest check-in and assistance. Gate management / boarding announcements

Nov07- Jan 08 Directtravel, San Francisco, CA (laid-off)

Travel Counselor-Corporate. Duties: Assist, Corporate and Business Clients, with Air, Hotel and car reservation, using Apollo CRS.

Dec 05-Jul 06 Wells Fargo Bank, San Francisco, CA

Banking Service Specialist 2. Duties: Handle high volume of

Calls in a Call Center environment, from customers and bankers regarding; Loss Prevention, Deposit Risk Operation, Fraud and Claims (Check, Ach and Identity Theft).

Sep 04-Jun 05 Comcast, Concord, CA

Customer Account Executive. Duties: Handle high volume of calls regarding billings, sales and technical support.

Jul 00-Jan 03 United Airlines, San Francisco, CA

International Reservation Agent. Duties: As a global agent responsible for selling UA products, changes on existing reservation and etc. This is

Being done through FASTRES computerized reservation system.

May 96-Jan 98 United Airlines, San Francisco, CA

International Reservation Agent. Duties: As an agent responsible for marketing and selling UA products. Also assisting with Frequent Flyer and Promotional reservation using Apollo CRS.

Oct 94-May 95 Bank Of The West, San Francisco, CA

Wire and Foreign Exchange Clerk. Duties: Teller for foreign exchange emphasis on sales, processing and handling of outgoing wires, preparation of branch daily travelers cheques and monthly profit or loss activities report.

Feb 93-Oct 94 Foreign Exchange Limited, San Francisco, CA

Foreign Exchange Trader. Duties: Buy and sell of foreign currencies and precious metals from and to the public, banks, hotels and various Businesses. Also handling wires (Incoming, Outgoing and Fed wire).

Education: BS IN Applied Science and Business-University of San Francisco (USF).

Other Qualifications: Completion of course on computerized reservation system for travel agency (Sabre and Apollo) and proficiency in Excel 2000.

Languages: English, Farsi and strong knowledge of French.