

Fotina Kolone

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Summary

Guest-oriented Reservation Agent with advanced-level reservation and customer service skills. Proficient in effectively managing daily correspondences and operational tasks to exceed customers' expectations and expand customer base. Friendly, organized and hardworking with strong skills in MS Office.

Skills

- Telephone reception
- Travel sales
- Travel reservations
- Upselling proficiency
- Problem resolution
- Customer service
- MS Office
- Phone etiquette
- Team building
- Supervision
- Reliability
- Security procedures knowledge
- Vigilant and watchful
- Team management
- Issue and conflict resolution

Experience

May 2019 to Current **Delta Global Services**

Las Vegas , NV

Lead Gate Agent

- Delivered exceptional service to every customer through active engagement, effective listening and well-developed interpersonal skills.
- Assembled and issued required documentation, such as tickets, travel insurance policies and itineraries.
- Improved customer satisfaction by finding creative solutions to problems.
- Improved operations by working with team members and customers to find workable solutions.
- Recognized by management for providing exceptional customer service.

February 2019 to
April 2019

Alorica

Las Vegas, NV

Call Center Agent

- Boosted productivity by maintaining strong call control and quickly working through scripts to address diverse problems.
- Explained key information regarding products and services to customers to encourage informed decision-making.
- Educated clients on how to navigate company systems and work within established frameworks to obtain desired services.
- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Taught agents successful strategies for positively influencing customer experiences, maintaining control of call flow and de-escalating conflicts.
- Documented customer inquiries and feedback, including service delivery suggestions in company database.
- Evaluated customer account information to assess current issues and determine potential solutions.

Education and Training

June 2014

Samoana High School
Pago Pago, AS

High School Diploma