

CUSTOMER SUPPORT & TRAVEL COORDINATION

FLIGHT BOOKING • CLIENT SUPPORT • TRAVEL ASSISTANCE



Flight
Booking



Customer
Support



Itinerary
Planning



Client
Communication



Problem
Solving

Julia Kusuma Astuti

TRAVEL | CUSTOMER SUPPORT | OPERATIONS

SMOOTHER JOURNEYS
BRIGHTER EXPERIENCES



CUSTOMER SUPPORT & TRAVEL COORDINATION

Overview

Provided customer support and travel assistance for clients, helping them find suitable flight options and ensuring a smooth booking experience.

Key Responsibilities

- Handling customer inquiries through communication channels
- Checking and comparing flight options
- Assisting with flight bookings and ticketing
- Providing personalized travel recommendations
- Following up with clients regarding their requests
- Ensuring accurate information and smooth communication
- Resolving customer issues and providing appropriate solutions



My Approach

I focus on understanding each client's needs, providing accurate information, responding professionally, and following through until the request is properly completed.

