



Rubina Makwana

Ticket Checker And Collector

Contact

Address

Surendranagar, Gujrat
363001

Phone

9510172404

E-mail

ik191944@gmail.com

Skills

Travel Regulations

Assertiveness

Ticket Inspection

Conflict Management

Handling of parcels

Languages

English

Advanced (C1)

Urdu

Advanced (C1)

Hindi

Advanced (C1)

Gujarati

Advanced (C1)

Friendly and organized Ticket Taker with excellent customer service skills. Competent in cash register operations and accurate record keeping. Skilled in verifying the authenticity of credentials and tickets. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

Work History

2019-01 -
Current

Ticket Checker and Collector and Handling Parcel

GSRTC, SURENDRANAGAR

- Streamlined the ticket checking process with exceptional attention to detail and accuracy.
- Ensured a smooth boarding experience, carefully verifying passengers' tickets and identification.
- Maintained order during peak travel times by effectively managing large crowds of passengers.
- Maintained comprehensive knowledge of current fare structures, promotions, and discounts for accurate information dissemination.
- Expedited passenger processing times by quickly identifying issues with tickets or identification documents.
- Decreased customer complaints by courteously addressing concerns related to tickets or travel policies.
- Supported wheelchair-bound travelers, ensuring their safe and comfortable boarding experience.
- Handling parcels and carrying Post parcels from India post.
- Managed daily cash transactions accurately and securely while issuing tickets or handling fare payments.

2016-06 -
2018-10

Cluster Coordinator

Government Of India , SURENDRANAGAR

- Mentored junior team members, aiding their professional growth and enhancing overall team performance.
- Fostered a positive work environment through regular team-building activities and open communication channels.

Education

2012-03 -
2013-03

Master Of Arts : Economics

Saurashtra University - SURENDRANAGAR