

# Resume 502

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## OBJECTIVE:

Highly motivated, well-organized, and results-driven professional to secure a position with your company utilizing my skills, training, education, and experience as a *Supervisor, Lead or other key position in Customer Service, Administrative, or as applicable*

## SUMMARY OF QUALIFICATIONS:

- Over 20 years' experience in one of the largest travel agencies in Western New York, coordinating and scheduling travel arrangements for all customers consistently on time, and meeting and/or exceeding all customer expectations
- Experienced and proficient with some aspects of workforce development as a Senior Travel Agent, including training, monitoring work activities for quality, expediency, and proper employee / customer interactions.
- Over 20 years' experience in sales and providing highest standards of customer service in the travel industries, assisting customers with their product/service requirements, requests, and selections, quoting pricing and terms, offering intelligent solutions customized to individual needs, and resolving customers' issues to their satisfaction
- Operates multi-line phone systems, answering calls from customers, routing callers to appropriate personnel or taking messages, and operating copiers, and printers
- Establishes rapport quickly with a wide range of customers and diverse populations building strong and long-lasting business relationships
- Strong communications, math, analytical, and problem-solving skills
- Multi-tasks effectively, well-organized, learns new systems quickly, and completes all projects on time or ahead of critical deadlines
- Self-starter, dependable, and streamlines inefficient systems for maximum productivity, reduced costs, and increased profitability
- Experienced using computers, Windows, MS Word, Internet research, and email
- Works well independently or collaboratively in a team environment

## PROFESSIONAL EXPERIENCE:

11/08 – 07/20 *Senior Travel Agent*

LXR Travel, Williamsville, NY

- Senior Agent, responsible for coordinating commercial/corporate travel services both domestic and international.
- Negotiated best possible rates with airlines, hotels, car rental corporations, vendors, and more
- Managed confidential/classified/sensitive information and updated all records accordingly
- Recorded all travel transactions and made information available through the company's networked computer system for quality assurance reviews
- Assigned as the team specialist/leader for key commercial accounts resolving all issues and/or executing all revisions, meeting and/or exceeding all customer expectations

01/00 – 11/08 *Senior Travel Agent*

The Travel Team (Formerly NFT Travel), Amherst, NY

- Senior Agent, coordinated commercial/corporate travel services both domestic and international.
- Advised clients regarding destinations, cultures, customs, weather and activities.
- Handled travel issues, conflicts, complaints, cancelations and refunds.
- Conferred with customers to determine their service requirements and travel preferences.
- Determined whether space is available on travel dates requested by customers, assigning requested spaces when available.
- Built and grew relationships with travel and tour vendors.
- Maintained accurate records of bookings, payments, transactions, phone calls and meetings.
- Planned routes, itineraries, and accommodation details, and computed fares and fees, using schedules, rate books, and computers.
- Assembled and issued required documentation, such as tickets, travel insurance policies, or itineraries.

## EDUCATION, TRAINING, and ACHIEVEMENTS:

*Travel Certificate*

South Eastern Academy, Kissimmee, FL

*High School Diploma*

Lewiston-Porter High School, Youngstown, NY