ROBERT SMITH

Associate Corporate Travel Agent

Phone: (0123)-456-789 | Email: info@qwikresume.com | Website: Qwikresume.com

SUMMARY

Corporate Travel Agent is responsible for booking and issuing domestic and international airline itineraries, hotel reservations and car and train reservations through a GDS system.

CORE COMPETENCIES

Customer Service, Data Entry.

PROFESSIONAL EXPERIENCE

Associate Corporate Travel Agent

ABC Corporation - 2007 – 2009

Key Deliverables:

- Responsible for selling and retaining travel clients for tour packages, cruises, hotels, airfare, etc.
- Processed bookings in a timely and friendly manner for phone calls, emails, appointments, and walk-in clients.
- Managed phone queues by promoting and maintaining excellent client relations while managing corporate travel plans.
- Provided prompt and accurate service processing air, hotel, and ground transportation.
- Provided assistance in booking frequent flyer points, upgrades, transfers, schedule changes, air cancellations, exchanges, lost baggage, MCOs, refunds, revalidations, and resolves PNR issues with refunds, complaints, and no shows.
- Researched destinations, hotels, cruises, airfare options, site seeing, and additional trip information to best meet the client’s needs and expectations.
- Attended webinars and studies destination demographics, amenities, values, specials, new hotels, etc. Is knowledgeable of world events and weather that might affect travel plans.

Corporate Travel Agent

Delta Corporation - 2002 – 2007

Key Deliverables:

- Corporate Travel Agent, Million Dollar Producer.
- Responsible for booking airline reservations, car rentals, hotel, and scheduling meetings.
- Million-dollar producer for several years.
- Skills Used Excellent customer service, multi-tasking, ability to handle any problems clients might have when traveling and pleasant phone skills.

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- Assisted corporate clients in booking their air, car, and hotel reservations Transitioned Transamerica corporate clients from a call center to an on-.
- Travel technology expert (Worldspan) Account Manager of 200+ Travel Accounts.
- Coordinate business air travel for numerous corporate clients.

EDUCATION

Bachelor's in Science- (Ashland Community and Technical College - Ashland, KY)

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