



MASON WILSON

Cruise Consultant

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PROFESSIONAL SUMMARY

Dynamic Cruise Consultant with 2 years of experience in customer service and sales. Proven track record in enhancing client experiences and driving sales through personalized travel solutions and exceptional service.

WORK EXPERIENCE

Cruise Consultant

Maple Leaf Consulting

📅 Dec / 2023-Ongoing

📍 Toronto, ON

1. Developed strong customer relationships by providing tailored cruise options and exceptional service.
2. Handled incoming inquiries, fostering rapport and recommending cruise packages that enhanced customer satisfaction.
3. Promoted cruise products through effective marketing strategies, resulting in a 30% increase in new clientele.
4. Achieved monthly sales targets consistently, contributing to overall revenue growth.
5. Identified customer needs through proactive questioning, leading to successful upselling of packages and upgrades.
6. Communicated promotions and product knowledge effectively, maximizing sales opportunities.
7. Collaborated with team members to share best practices and improve overall sales performance.

Cruise Consultant

Summit Peak Industries

📅 Dec / 2022-Dec / 2023

📍 Denver, CO

1. Maintained high-quality customer relationships by delivering exceptional service and addressing client needs.
2. Utilized customer databases to identify travel trends and promote relevant cruise products.
3. Gained in-depth knowledge of cruise offerings to provide accurate recommendations and enhance customer experiences.
4. Participated in sales training to refine techniques and ensure effective communication with clients.
5. Executed targeted email campaigns to engage potential customers based on their travel preferences.

EDUCATION

Bachelor of Science in Hospitality Management

University of Florida

📅 Dec / 2021 - Dec / 2022

📍 Chicago, IL

Focused on customer service, travel management, and event planning.

SKILLS

Customer Relationship Management



Sales Techniques



Client Engagement



Travel Itinerary Planning



Sales Strategy Development



INTERESTS

📖 Art

📖 Volunteering

📖 Hiking

📖 Yoga

STRENGTHS

⚙ Criticality

⚙ Curiosity

⚙ Detail-oriented

⚙ Diplomacy

LANGUAGES



English
80%



Portuguese
80%



Indonesian
80%

ACHIEVEMENTS

★ Increased customer satisfaction ratings by 25% through personalized service.

★ Achieved 40% growth in sales by implementing targeted marketing strategies.