

# Robert Smith

## *Cruise Consultant*

### **CONTACT DETAILS**

1737 Marshville Road,  
Alabama  
(123)-456-7899  
info@qwikresume.com  
[www.qwikresume.com](http://www.qwikresume.com)

### **PERSONAL STATEMENT**

Over 3 years of experience as a cruise consultant establishes and maintains quality customer relationships by delivering exceptional customer service, establishing rapport, identifying and meeting customer needs and expectations to include meeting customer retention goals and following up with consumers as necessary, in order to close sale and meet/exceed revenue goals.

### **SKILLS**

Proficient in Microsoft Office (Word, Excel, PowerPoint, Outlook).

### **WORK EXPERIENCE**

#### ***Cruise Consultant***

**ABC Corporation - October 2002 - September 2003**

##### *Responsibilities:*

- Worked at call center making inbound and outbound calls.
- Outbounced cold calls and incoming call center selling cruises and dealing with customer issues.
- Worked Travelocity & United Cruise for Miles accounts both selling cruises).
- Steadily growing a book of business that may eventually lead to 6-figure income.
- Advised guests of the proper procedure when they have missed the ship.
- Attended professional local and web-based sales and training seminars to continue education and professional development.
- Provided information on travel insurance, relevant government regulations such as customs regulations, and use of credit cards and travellers cheques.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company Name)  
Reference - 2 (Company Name)

#### ***Cruise Consultant***

**Delta Corporation - 1999 - 2002**

##### *Responsibilities:*

- Attained over \$850,000 in gross personal cruise sales.
- Received client-submitted information via a customer-facing website and followed up to complete all sales over the phone.
- Generated over 200+ sales based on referrals from clients through personal recommendations.
- Built rapport and qualified each potential client in order to answer objections and close the sale.
- Listened to each clients needs to generate a personal cruise recommendation.
- Acquired product knowledge of 13 major cruise lines in order to effectively choose the best fit for the clients.
- Graduated from the highest-level academies for 7 different cruise lines.

### **Education**

High School Diploma

