Esther Scott

Travel Agent

Address 1515 Pacific Ave
Los Angeles, CA 90291
United States

Email email@email.com

Driving license Full

Phone 3868683442

Place of birth San Antonio

Links Resume.io, Resume Viking

01 PROFILE

Customer service-oriented Travel Agent with five years of career experience in the Travel and Tourism industries. Possesses expertise in strategic partnership identification and development, event planning, and travel coordination. Key skills include organization, time management, and written and verbal communication.

02 EMPLOYMENT HISTORY

01/2019 — 02/2021

Travel Agent at Amazon Travel

New York

Tasked with making arrangements for tours, including, but not limited to, tourist attractions, transport, accommodation, and car rentals for the African continent focusing on responsible and sustainable accommodation establishments and also destination weddings.

- Provided advice about destinations and packages to tourists.
- Provided recommendations about tour and vacation packages provided by the company.
- Visited hotels and restaurants to improve accuracy on the travel agency's information such as cleanliness and available facilities so that recommendations are accurate
- Handle bookings, invoices and issue tickets as well as confirm customers' names with airlines/hotels.
- Provide pricing information, brochures, and internet-based information.

01/2017 — 11/2019

Travel Agent at PenTravel

Nashville

Primary responsibility to coordinate with local Tourist Guides to create itineraries for their clients according to specific guidelines and preferences also to handle all post-sales documents, pre-paid inventory management, rail booking, and document shipping.

- Attended client’s queries on the phone, via the Internet, and in person.
- Provided suggestions about how the company website can be improved for ease of use, completeness, and marketability, if and when necessary.
- Checked the weather conditions and forecasts; coordinated with local government bodies about the nature of the trips, and encased emergencies.

03 EDUCATION

Feb 2021 — Feb 2021

Columbia University

New York

Associate of Arts degree in Hospitality

Jan 2020 — Feb 2021

Orlando Language School

Orlando

Spanish and French

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Jan 2013 — Aug 2017

Chaplin School of Hospitality & Tourism Management *Buffalo*

ravel and Tourism Management (Certificate Program),

04 SKILLS

- Domestic & international travel expertise ●●●●●
- Budgeting & accounting ●●●●●
- Logistical planning ●●●●●
- Itineraries ●●●●●
- Reservations ●●●●●
- Travel Consulting ●●●●●

05 ACCOMPLISHMENTS

- Awarded Travel Agent of the Year award for scoring 98% in the client satisfaction survey.
- Organized reservations for over 340 guests while overseeing ticket distributions and managing customer relations and sales of tickets.
- Prepared and processed more than 12,500 guests monthly.
- Delivered seven hours a day, reaching 27,000 guests and generating $270,000 of yearly income.

06 LANGUAGES

- Russian ●●●●●
- French ●●●●○

07 HOBBIES

Figure Skating, Volunteering, Art