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# English Speaker and Writer, Travel Agent

## About me

Passionate work & travel agent with an experience of 5 years working over the phone, email and PC.

A seasoned travel professional with comprehensive expertise in planning and executing travel arrangements for diverse clients. Known for exceptional organizational skills and ability to manage complex itineraries seamlessly.

Dependable team player who consistently adapts to evolving needs and maintains results-driven approach.

## Work experience

### Elite Trave Agent · Business Class

*April 2023 - July 2023 · 3 months*

- Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new travel assignments.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Improved overall revenue by upselling additional services such as excursions, insurance, and upgraded accommodations when appropriate.
- Followed up with customers to increase customer service with travel plans.
- Managed complex itinerary changes due to unforeseen circumstances without sacrificing customer satisfaction or incurring unnecessary expenses.
- Enhanced client satisfaction by crafting personalized travel itineraries based on individual preferences.

### Travel Agent · Dyninno ITN

*February 2017 - April 2021 · 4 years 3 months*

- Working in GDS such as Sabre and mostly Apollo. Building different type of flights and searching segment by segment. Creating reservations, assigning seats, meals and wheelchairs.
- Creating requests, bringing referrals and returning clients.
- Answering clients calls and also calling them, keeping them on

👤 32 years

♂ Male

📍 Chişinău

💰 1 500 USD

## Preferences

- Full-time
- Flexible
- Remote
- Hybrid
- In-house

## Languages

- **Romanian** · Fluent
- **Russian** · Fluent
- **English** · Fluent

the line and booking on the line if possible.

- Working with Gmail, Spreadsheets, search engines such as Kayak, Skyscanner, Expedia and others.

## **Desired industry**

- Sales / Retail

## **Education: Incomplete higher**

**Universitatea de stat din Tiraspol**

*Graduated in: 2018*

Faculty: IT and English