
Cruise Specialist Resume

Job Objective

Looking for work within the company in the position of Cruise Specialist. Experienced with behind the scenes managerial duties as well as hands-on work in the industry.

Summary of Qualifications:

- In-depth knowledge of international geography
 - Proficient in Microsoft, Excel, Silverwhere and Crystal Report Writer
 - Excellent customer service skills and communication skills
 - Strong phone manner and negotiation skills
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Work Experience:

Cruise Specialist, May 2006 – Present
Ecolab, Grand Rapids, MI

- Installed, maintained and repaired the dispensing systems associated with ware-washing, laundry and housekeeping systems.
- Handled incoming sales calls.
- Promoted the latest cruise deals.
- Sold cruise holidays on behalf of the entire world's leading cruise lines.
- Ensured compliance with company policy and IR agreements.
- Ensured all reports are done in a timely manner.

Cruise Specialist, March 2003 – April 2006
Royal Caribbean Cruises (Asia) Pte Ltd, Grand Rapids, MI

- Managed FIT & Group bookings and ensured compliance with company policy and IR agreements.
 - Delivered consistent and high level of customer service.
 - Addressed problems and complaints and provided resolution by phone and through email correspondence.
 - Ensured compliance to company's Quality Assurance Standards.
 - Anticipated needs of assigned accounts and advised them of opportunities for maximization of revenue.
 - Ensured all reports are done in a timely manner.
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Education:

High School Diploma, Plainfield High School, Plainfield, IL

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