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## Reservation Sales Agent Resume

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### Job Objective

To obtain a Reservation Sales Agent position and to contribute to the success and reputation of the company.

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### Work Experience:

Reservation Sales Agent, May 2004 – Present  
Disney Reservation Center, Grovetown, GA

- Answered all incoming calls in a friendly and efficient manner.
- Provided guests with the requested information concerning city, hotel and its services.
- Obtained necessary information from guests and entered it into PMS computer system.
- Processed all incoming group reservations received via in-house correspondence, housing bureau forms and facsimiles.
- Mailed confirmation and literature requests and replied via facsimile and administrative message when requested.

Reservation Sales Agent, March 2002– April 2004  
Walt Disney Parks & Resorts, Grovetown, GA

- Checked availability of Cruise tour and booked reservations for direct consumers (primary) and travel agents.
  - Provided quality customer service and research and answered all questions and concerns related to company product and specifically customer reservation.
  - Assisted consumer and agent with problems that might occur on a reservation.
  - Worked with other departments and supervisor in an effort to resolve problem in courteous and timely manner.
  - Maintained schedule adherence as assigned by Workforce Management.
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### Summary of Qualifications:

- A great deal of experience in a call center and experience working with customers via phone
  - Exemplary salesmanship with the ability to surpass targets and goals
  - Excellent keyboarding skills and a talent for multi tasking
  - Excellent ability to process in-person, telephone credit card payment and cash payments
  - Strong written and verbal business skills
  - Ability to process voucher and miscellaneous charge orders and gift certificates, personal, business and traveler's cheque payment
  - Strong Knowledge of guidelines for ensuring bills are genuine
  - Exceptional ability to type 25 wpm
  - Skilled in operating a 10-key machine
  - Great verbal and listening communication skills
  - Ability to deal with customers from various backgrounds
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### Education:

Bachelor's Degree in Commerce, University of Pennsylvania, Pennsylvania, PA

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