
TRAVEL COUNSELOR RESUME

Summary:

A hardworking and experienced travel counselor with vast knowledge of the travel industry; possesses outstanding communication and organization skills; exhibits strong customer satisfaction skills and ability; knowledgeable in working with suppliers and travel industry vendors.

Professional Experience:

Senior Travel Counselor January 2007 – Present
ABC Travel Inc. Columbia, IL

Responsibilities:

- Managed the Day to day activities of the department.
- Responsible in training travel counselors to specialize in road shows and trade fairs.
- Negotiated group contracts with commercial airlines as well as other means of transportation for travel.
- Set up billing accounts with various hotels and transportation companies.
- Involved in the selection of venues and negotiation of hotel contracts.
- Provided reports on company expenditure for road shows.

Travel Counselor May 2004 – December 2006
Brandon & McMahon Travel Corp, Dallas, Columbia, IL

Responsibilities:

- Coordinated reservations for domestic and local travel.
- Managed meetings and events.
- Negotiated group airline contracts and prices with international and local vendors.
- Coordinated airport check-in and facilitated meet and greet upon arrival of guests.
- Provided reports and analysis of travel patterns and overall spending.
- Responsible for domestic and international travel arrangement for guests.

Travel Coordinator February 1999 – May 2004
East Bay Corporation, Columbia IL

Responsibilities:

- Managed the Day to day activities of the department.
- Responsible in training travel counselors to specialize in road shows and trade fairs.
- Negotiated group contracts with commercial airlines as well as other means of transportation for travel.
- Set up billing accounts with various hotels and transportation companies.
- Involved in the selection of venues and negotiation of hotel contracts.
- Provided reports on company expenditure for road shows.

Travel Counselor May 2004 – December 2006
Brandon & McMahon Travel Corp, Dallas, Columbia, IL

Education:

B.S. Tourism
Yale University, CT, 1999

Skills:

- Ability to communicate effectively both orally and in writing
- Excellent Customer Service Skills
- Knowledgeable in special events, widely travelled
- Knowledgeable in all aspects of domestic and international travel planning
- Ability to exhibit strong customer satisfaction
- Vast experience in interpreting and applying departmental policies and procedures

Professional Affiliation:

Member, American Society of Travel Agents
Member, Interactive Travel Services Association

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