Steven **Sean**

TICKETING & RESERVATION

**SUMMARY**

**SKILLS**

Personable, dependable, honest leader offering 5 years of success as a consultant and service agent. Passion for delivering excellent customer service at every interaction. Dedication, commitment and integrity are three important aspects through which I live by to help me progress in my career within the travel & hospitality industry.

**EXPERIENCE**

# Assistant Manager Ticketing & Reservation

**Eaze My Trip *Jan 2018 - Present***

Supervising and supporting the team with the aim of achieving optimal passenger satisfaction and consistent service levels.

Resolved difficult issues/problems pertaining to travel on daily basis whilst trying to ensure no additional costs are met to both the company & client.

Act as the point of escalation for any queries.

Ensure appropriate processes are followed in relation to handling of money, refunds etc.

Keep the department updated with relevant changes in the industry and airline products and services

Sell travel packages.

Plan tour itineraries, applying knowledge of travel routes and destination sites.

# Ticketing & Reservation Consultant

International Travel and Tourism Management

Interpersonal skills

Ability to work under pressure

Strong written, verbal and organizational skills

Travel Agency and Tour operations techniques

Front office Management

Housekeeping and laundry Management

Sales and Marketing

**EDUCATION**

# Bachelor of Science, Tourism Management

**United States International University - Africa, Nairobi**

***Aug 2015***

**Eaze My Trip *Dec 2015 - Dec 2017***

Broadened my knowledge on how the marketing and sales structure of the tourism industry works.

Learnt how to close sales by keeping the customer engaged and giving feedback on time. This also improved my time management and enabled me to work under pressure.

Dealing with different kinds of clients on a daily basis allowed me to think out of the box.

Handling basic accounts, following up on payment collections has taught me to be firm and humble at the same time, as both are equally important in order to maintain a good relationship with the client.

# Ticketing Consultant

Concentrating in Travel Management and minor in Hotel Management.

GPA OF 3.0

**HOBBIES**

Photography

Adventure & travelling enthusiast

Experiencing & understanding new cultures

Food enthusiast

**Travel Hut Limited *Apr 2014 - Nov 2015***

**REFERRAL**

Enhancing my knowledge and skills in the tourism and hospitality industry by dealing with ticketing, tour quotes and bookings.

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It has also enhanced my customer service, communication skills and made me a better team player.

Reference available on request

Handling administrative duties improved my organizational skills.

# Internship

**Park Lane Hotel**

# Front Office Management January 2015 - February 2015 Housekeeping and Laundry May 2014 – June 2014

I covered the guest relations desk, front desk, reservation office, concierge, the lobby shop and the business center. Some of the skills gained are; Patience, good work ethics, how to be approachable and customer relationship.

I understood the importance of completing tasks on time and guaranteeing customer satisfaction at all times.