

# Steven Sean

## TICKETING & RESERVATION

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### SUMMARY

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

**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

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

- Enhancing my knowledge and skills in the tourism and hospitality industry by dealing with ticketing, tour quotes and bookings.
- It has also enhanced my customer service, communication skills and made me a better team player.



### SKILLS

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

Concentrating in Travel Management and minor in Hotel Management.

GPA OF 3.0



### HOBBIES

Photography

Adventure & travelling enthusiast

Experiencing & understanding new cultures

Food enthusiast



### REFERRAL

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.