

TESSA HART

PERSONAL DETAILS

Name

Tessa Hart

Address

Sheffield, United Kingdom

Phone number

+44 114 567 8901

Email

example@cvmaker.uk

SKILLS

Customised Travel Planning

Reservation/Booking Systems

International Regulations & Visas

Customer Service

Sales & Marketing

Budgeting

Corporate travel

EDUCATION

Bachelor of Arts in Tourism

Management | University of Manchester,

UK, 2018

COURSES & CERTIFICATES

Customer Service Excellence in Travel,

Travel Industry Council, 2022

Advanced Global Distribution System

(GDS) Training, Amadeus, 2019

PERSONAL PROFILE

Enthusiastic and detail-orientated Senior Travel Agent passionate about creating unforgettable travel experiences. Adept at researching and planning itineraries, coordinating logistics, and providing excellent customer service. Proven ability to navigate travel regulations and stay updated on industry trends with in-depth knowledge of popular travel destinations in the UK and worldwide.

WORK EXPERIENCE

Senior Travel Agent, Dream Destinations Ltd., London, UK

2021 - Present

Oversee a team of travel consultants, providing guidance, training, and support. Develop and maintain strong relationships with key travel industry partners, negotiating exclusive deals for clients. Implement new strategies to increase sales and enhance customer satisfaction. Resolve complex customer issues, ensuring high levels of client retention and positive online reviews.

- Implemented personalised travel solutions, leading to a 45% increase in client satisfaction scores.
- Introduced and optimised, efficient booking procedures, resulting in a notable reduction in errors and increased productivity.

Junior Travel Agent, Explore More, Manchester, UK

2018 - 2020

Assisted clients in planning and booking domestic and international travel arrangements. Conducted market research to stay informed about travel trends, emerging destinations, and industry updates. Collaborated with team members to optimise workflow and improve customer service processes.

- Received positive feedback and testimonials from clients, highlighting exceptional service and expertise in crafting memorable travel experiences.
- Successfully met and exceeded monthly sales targets through proactive client engagement.

TECHNICAL SKILLS

Technology & Travel Software: Pars, Sabre, Apollo Amadeus, Google Workspace, and Microsoft Office (including Excel).