

Trevor Stephen

TOURISM CONSULTANT

Summary

To have a challenging role in an ever-growing organization and to work towards my goals, utilizing my skills and give away the best of me.

Sound ability to perform multi-task and meet deadlines. The immense flexibility of handling a variety of tasks and shift priorities simultaneously. Impressive interpersonal skills; and comfortable working effectively both independently and in a team environment.

Experience

Tourism Consultant

Expedia Tours & Travels *Apr 2015 - Present*

- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Supply travelers with pertinent information and useful travel/holiday material (guides, maps, event programs, etc)
- Collect deposits and balances
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Handle unforeseen problems and complaints and determine eligibility for money returns
- Attend conferences to maintain familiarity with tourism trends
- Create and update electronic records of clients
- Maintain relationships with key persons
- Keep financial statements and documents
- Reach the revenue and profit targets

Lost And Found Clerk

Just-In Marvel Hotels *May 2011 - Feb 2015*

- Monitoring and ensuring the timely delivery of baggage
- Answers incoming telephone calls from customers regarding their lost items.
- Accurately matches found items against claims.
- Answers incoming emails regarding lost items.
- Makes outgoing calls to customers.
- Arranges shipping or in-person return of items to customer.
- Performs administrative functions required to ensure proper accounting and record keeping for the compensations paid out to customer

Projects

Yoga Instructor

Marvel Hotels *Mar 2006 - May 2006*

- Character building, promoting selfless service and spiritual consciousness
- Facilitating youth and children to formulate a vision & a mission for their lives

Contact

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Skills


Active Listening



Communication



Computer Service




Customer Service




Time Management



Interpersonal Skills



Flexible in Timings



Education

High School

M.G.M School

Jun 1991 - Apr 2005

undefined

Company Secretary

ICSI *Jun 2012 - May 2014*

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Languages


English



Hindi



Gujarati



Hobbies

Writing Poems & Articles

Giving Lectures in Mediation

Workshops on Parent- child relationships

Human Behavior

- Creating awareness about the advantages of adopting value-based lifestyle, to remain free from diseases such as AIDS, cancer, hypertension etc.