

Steven Sean

TICKETING & RESERVATION

✉ info@resumekraft.com 📞 +1-202-555-0122 📍 Geneva, New York, US 🔗 linkedin.com/in/steven



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.