

Amina Patel

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SUMMARY

Dedicated travel agent with over 5 years of experience in creating personalized travel itineraries and delivering exceptional customer service. Proven ability to boost client satisfaction and increase sales through innovative travel solutions.

EXPERIENCE

Senior Travel Consultant

Jan 2021 - Present

Wanderlust Travel Agency, San Francisco, CA

- Increased client retention by 30% through personalized travel planning and follow-up services.
- Developed and implemented a referral program resulting in a 25% increase in new client acquisitions.
- Utilized Sabre GDS and Amadeus software to streamline booking processes, reducing booking time by 40%.

Travel Agent

Jul 2018 - Dec 2020

ExploreMore Travel, Los Angeles, CA

- Managed travel arrangements for over 200 clients, achieving a 95% satisfaction rate as measured by client feedback.
- Negotiated discounts with hotels and airlines, saving clients an average of \$500 on vacation packages.
- Conducted market research to identify trending destinations, resulting in a 15% increase in sales for 2020.

Travel Coordinator

Jun 2015 - Jun 2018

Global Adventures, New York, NY

- Coordinated logistics for corporate travel events, reducing costs by 20% year over year.
- Assisted in the implementation of a CRM system that improved client communication efficiency by 50%.
- Trained new employees on booking procedures and customer service protocols.

EDUCATION

Bachelor of Science in Hospitality Management

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.8

SKILLS

Technical Skills: Travel Planning, Customer Relationship Management (CRM), Sales Strategy, Market Research

Tools & Frameworks: Sabre GDS, Amadeus, Microsoft Office Suite, Trello