

**JUSTINE KENDALL**

**TRAVEL AGENT**

**Location**

: 123 Elm Street • Miami, FL 33183 | **Email**  
: ksmith@notmail.com

**Telephone**

: 02 3333 4444 | **Mobile**  
: 305 555 5555

**PROFESSIONAL PROFILE**

I have an enduring track record of success in event planning, tourism, and travel services over 10 years. I am a professional in all aspects of hospitality, tourism, travel, and catering for corporate, leisure, and group clients as well as for private occasions. I am adept at producing events and specialty travel programs. I possess outstanding communication and facilitation skills. I also have in-depth experience in coordinating celebrity and high-profile events. I pride myself on being conscientious, organized, and articulate.

**CAREER HIGHLIGHTS**

**ABC Travel, INC., Miami, FL,**

### *Travel Consultant*

2015 to 2018

“North America’s Leading Travel Agency of the Year 20xx” with offices nationwide. The agency specialized in collegiate travel for athletic teams, students, sports fans, staff, and faculty. ABC Travel is the leader in sports and university travel management.

### **RESPONSIBILITIES**

- Accorded extensive support to clients via phone and email.
- Booked airfare, bus, cars, and hotels for clients worldwide.
- Processed exchanges and refunds for airline tickets.
- Offered any necessary assistance with international travel issues, including passports, visas, and currency.
- Arranged international travel for student groups and issued International Student Identification Cards.
- Facilitated new agent training.
- Recruited, scheduled, and supervised student workers.
- Selected to act as the primary customer contact for the student travel program.

### **BCD Travel Solutions, Miami, FL,**

#### *Domestic Travel Consultant*

2011 to 2015

### **RESPONSIBILITIES**

- Tasked with arranging hotel bookings and other details for groups.

### **ACCOMPLISHMENTS**

- Gained expertise in international tourism and group/ meetings planning via formal training and on-the-job experience.

#### **CDE Travel CORP., Miami, FL,**

*Corporate/Executive Travel Consultant*

2007 to 2011

### **RESPONSIBILITIES**

- Planned and conducted formal training for newly hired and seasoned agents.
- Selected to assist VIPs and executives at a top customer, Bank One.
- Ensured outstanding service to customers by monitoring agent phone activities and analyzing daily statistics.

#### **DEF Travel Resources, Miami, FL,**

*Corporate Travel Agent*

2005 to 2007

### RESPONSIBILITIES

- Delivered outstanding customer service and worked with a team of agents.

### ACCOMPLISHMENTS

- Surpassed all sales expectations, winning awards, which included the “20XX Top Corporate Sales Agent of the Year,” “20XX Top Hotel Sales,” and “20XX Top Northwest Sales.”
- Recognized with the “20XX Team Player Award” and the “20XX Image Award.”

### EDUCATION & QUALIFICATIONS

#### **XYZ Associated Schools, INC**

*Certificate in Travel & Tourism*

**Class of 2005**

### CORE SKILLS

- Strategic & Logistical Planning
- Client & Vendor Relations

- Billing & Reconciliation
- Event Planning
- Budgeting & Cost Control
- Process Improvement
- Hospitality & Travel Management
- Marketing & Promotions
- VIP & Celebrity Support

### **LANGUAGES**

English ? Mandarin ? French ? German ? Arabic ? Bengali ? Hindi

### **HOBBIES & INTERESTS**

Hiking ? Writing ? Dancing ? Camping ? Reading ? Back-garden birding ? Travelling

### **INDUSTRY REFERENCES**

Justin Lewis

Manager

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Brave Adams

Manager

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