

[First Last Name]

[City, State/Region] | [email@example.com] | [+1 (555) 555-5555] | [LinkedIn URL]

PROFESSIONAL SUMMARY

Detail-oriented [Travel Agent] with [X+] years of experience designing customized itineraries, managing complex bookings, and optimizing travel budgets for leisure and corporate clients. Proven track record of increasing repeat bookings and client satisfaction through proactive communication, destination expertise, and meticulous attention to detail. Skilled in leveraging GDS platforms, online booking tools, and supplier relationships to secure competitive fares and added-value perks. Adept at resolving last-minute changes and disruptions while maintaining a calm, service-focused approach.

PROFESSIONAL EXPERIENCE

[Senior Travel Consultant / Travel Agent] | [ABC Global Travel Agency]

[Month Year] – Present | [City, Country]

- Designed and booked end-to-end travel itineraries for [corporate and high-value leisure clients], consistently achieving [95%+] post-trip satisfaction scores through tailored recommendations and proactive support.
- Utilized [Amadeus / Sabre / Galileo] and [online booking platforms] to compare routes, fares, and fare rules, generating average client savings of [10–15%] per trip while maintaining preferred supplier agreements.
- Managed complex, multi-city travel arrangements (air, hotel, rail, car rental, tours), coordinating with airlines and suppliers to handle schedule changes, cancellations, and emergency rebookings with minimal client disruption.

[Travel Agent] | [Sunrise Leisure & Tours]

[Month Year] – [Month Year] | [City, Country]

- Consulted with clients to assess travel preferences, budgets, and special requirements, then proposed [3–4] customized package options per inquiry, resulting in a [conversion rate increase of X%] year-over-year.
- Processed bookings, issued tickets, and managed documentation (visas, insurance, confirmations) using [CRM/booking system name] and [payment platforms], reducing booking errors and rework by [X%].
- Maintained up-to-date knowledge of destinations, entry requirements, and travel advisories, proactively informing clients of [visa, health, and COVID-related] regulations to ensure compliant, hassle-free travel.

EDUCATION

[Diploma / Associate Degree in Travel & Tourism Management] | [Name of College / Institute]

[Month Year] – [Month Year] | [City, Country]

Relevant Coursework: [Travel Operations], [Global Distribution Systems], [Customer Service], [Hospitality Management], [Geography of Travel & Tourism]

[Certification in Travel & Tourism / GDS Certification] | [Issuing Organization]

[Month Year] – [Month Year] | [City, Country]

Credentials: [IATA/UFTAA Foundation], [Amadeus/Sabre/Galileo Certification], [Travel Insurance Sales Training]

SKILLS

Technical & Travel Tools: [Amadeus], [Sabre], [Galileo], [Online Booking Engines], [CRM Systems], [MS Office / Google Workspace]

Travel & Destination Expertise: [Airfare Rules], [Hotel & Resort Products], [Cruise & Tour Packages], [Visa & Entry Requirements], [Travel Insurance Options]

Booking & Operations: [Itinerary Planning], [Ticketing & Rebooking], [Fare Comparison], [Supplier Negotiation], [Group

& Corporate Travel Coordination]

Customer Service: [Client Needs Assessment], [Upselling & Cross-Selling], [Complaint Resolution], [Post-Trip Follow-Up], [Loyalty Program Management]

Communication & Languages: [Clear Written & Verbal Communication], [Phone & Email Etiquette], [Presentation of Travel Options], [Languages: English, + other languages]

Soft Skills: [Attention to Detail], [Time Management], [Problem Solving], [Calm Under Pressure], [Team Collaboration], [Adaptability]

SELECTED PROJECTS & HIGHLIGHTS

[Corporate Travel Program Optimization] | [Key Client or Internal Initiative]

[Month Year] – [Month Year]

- Analyzed booking patterns and negotiated with preferred airlines and hotels to create a [corporate travel policy and preferred supplier list], helping the client reduce annual travel spend by approximately [X%].
- Implemented standardized booking procedures and traveler profiles within [GDS/CRM system], cutting average booking time per trip by [X minutes] and improving data accuracy for reporting.

[Leisure Group Tour Coordination] | [Destination / Group Type]

[Month Year] – [Month Year]

- Planned and managed a [X-person group tour] to [destination(s)], coordinating flights, accommodations, transfers, and guided excursions while adhering to a defined group budget.
- Served as the primary point of contact for all travelers, addressing special requests and on-trip issues, resulting in [X%] of participants indicating they would book again with the agency.