



# JUSTINE SUDBURY

TRAVEL DESIGNER

## HOW TO CONTACT ME

Email Address: justineleigh@yahoo.com  
Mobile Number: 0825056514  
Residential Address: 23 Melody Lane,  
Jacandra Ave, Olivedale 2158  
Languages: English  
Age: 43  
South African Citizen  
Driver's Licences: Yes, with own car

## PERSONAL TRAITS

I work well under pressure, passionate about travel and a team player. I am a very disciplined and a self-motivated person who strives for perfection and excellence in everything I do. I take great pride in what I do with a massive customer focus.

## EDUCATIONAL TRAINING

High School 1996 to 2000  
Institution: Fourways High School

University: 2001 - 2004  
BCom Sports Management with Honours  
Institution: RAU (Rand Afrikaans University)  
(University of Johannesburg)  
Subjects: Business Management, Industrial Psychology, Sports Management

Further Education: 2005  
National Vocational Qualification  
Institution: The City and Guilds of London  
Subjects: Level 2 NVQ in Activity Leadership including Roped Activity Training, Lifeguard Qualification, First Aid, ICT delivery Level 1 and TEFL introductory course

University: 2022 (Part-Time) in progress  
BSC Information Technology

Additional Skills:  
Amadeus, Galileo, Google Workspace and Microsoft Office

## REFERENCES

Beverley Black Team Leader Priority Escapes -  
0827086744  
Helena Viegas Team Leader Flight Centre-  
0747993211

## CAREER SUMMARY

### Yeukai Holidays

Director, June 2022 to Present

#### Key Responsibilities

- Overall direction of business
- Business Acquisition
- Supplier Relationships
- IT and website management
- Finance Management
- Holiday Package Design

### Priority Escapes

Head of B2B, Processes and Training, January 2022 to May 2022  
Senior Travel Consultant, May 2021 to December 2021

#### Key Responsibilities

- Recommending and Quoting Travel Products
- Building relationships with suppliers
- Problem-Solving and Crisis Management
- Development and training of staff
- Analysing process and make recommendations

### PLP Group

2IC and Task Allocator, October 2020 to May 2021

#### Key Responsibilities

- Allocating tasks to team members and supervising tasks
- Assisting team members with their tasks
- Offering expertise to add value to members
- Working within an app environment

### Flight Centre Travel Group

Wholesale Travel Consultant/Team Leader (Work from Home) May 2017 to July 2020  
Wholesale Travel Consultant/Team Leader (In Office) July 2008 to January 2016

#### Key Responsibilities

- Selling travel products to travel agents
- Maintaining relationships
- Complaint handling and customer service
- 24 hour Emergency handling
- Training Travel Experts
- Supervising the team

Retail Consultant/Team Leader Flight Centre December 2006 to June 2008 and February 2016 to May 2017

#### Key Responsibilities

- Managing Flight Centre Store
- Team Development
- Client consulting and complaint handling
- Business Development

Accolades: Top Novice Retail (2007), Top Wholesale Novice (2011), Most Improved Consultant (2013), Top Wholesale Leisure Consultant (2014, 2015, 2018, 2019)