



TYRONE FRANCIS

Head of Operations /
Freelance Web App
Developer

PROFILE

A passionate professional with comprehensive expertise in travel and tourism management paired with a commitment to exceptional customer service. At 38, I'm expanding my skillset into web development, currently undertaking a Level 5 Diploma in Web Applications to innovate within the travel industry.

CONTACT

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PERSONAL INFORMATION

DATE OF BIRTH: 13 August 1985
NATIONALITY: Dual South African
and German
LANGUAGE: English, German
(currently learning)

WORK EXPERIENCE

Easy Avenues Business Travel

Head of Operations

01/2023 – Present

Directing operational processes, digital systems, and supplier relationship management to enhance company efficiency and service delivery.

Senior Business Travel Consultant

04/2021 – 01/2023

Managed comprehensive travel arrangements for corporate clients, ensuring seamless booking experiences, including flight, land arrangements, reissues and refunds.

Travel Counsellors

Self-Employed Business Travel Consultant

03/2020 – 02/2021

Provided bespoke travel management services for businesses, including arranging flights, accommodations, and ground transportation.

Corporate Traveller (Flight Centre Group UK)

Business Travel Consultant / Assistant Manager / Team Manager

03/2020 – 02/2021

Managed comprehensive travel arrangements for corporate clients, ensuring seamless booking experiences, including flight and land arrangements. Additionally, I supervised and mentored a team of four consultants, steering performance from a £25k deficit to over £300k in profit within 12 months.

EDUCATION

The Hill Collage, Port Elizabeth, South Africa

Matriculated in 2004.

Code Institute

Diploma in Web Application Development (Level 5) (Expected completion: 2024).

LIFE ACHIEVEMENTS

2004 – Elected Head Boy at school, demonstrating leadership and commitment.
2015 – Successfully relocated to the United Kingdom, adapting to a new professional and cultural environment.
2019 – Pivoted a team's performance to achieve over £300k in profit, exemplifying turnaround management skills.

TECHNICAL PROFICIENCY

- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint).
- Skilled in Global Distribution Systems (GDSs) including Amadeus and Galileo.
- Developing proficiency in web development languages: HTML/HTML5, CSS/CSS3.