

Professional Summary

Results-driven management professional with nearly 10 years of diverse experience across hotel, customer service, travel, tourism, and training industries. Proven track record of driving business growth, leading high-performing teams, and delivering exceptional training programs. Skilled in strategic leadership, team management, customer service, and business development.

Professional Experience

Director of Training and Development (MG12)

Inazuma.co | 2020 - Present

Senior Manager - Travel Operations (MG9)

TravelSphere Inc. | 2018 - 2020

Key Achievements:

- Increased travel bookings by 25% through effective marketing strategies
- Improved customer satisfaction ratings by 30% through process enhancements

Responsibilities:

- Managed a team of 10 travel coordinators
- Developed and executed travel management plans for corporate clients

Team Lead - Customer Service (MG6)

CustomerCare Solutions | 2015 - 2018

Key Achievements:

- Reduced customer complaints by 40% through effective issue resolution
- Achieved a 95% customer satisfaction rating through consistent service delivery

Responsibilities:

- Led a team of 5 customer service representatives
- Developed and implemented customer service process improvements

Front Office Manager

Hotel Grandeur | 2012 - 2015

Key Achievements:

- Increased front office efficiency by 20% through process streamlining
- Improved guest satisfaction ratings by 25% through enhanced service delivery

Responsibilities:

- Managed a team of 8 front office staff
- Coordinated guest services and ensured seamless check-in/check-out experiences

Education

Master of Business Administration (MBA)

University of Manchester | 2012

Relevant Coursework:

- Strategic Management
- Marketing Management
- Organizational Behavior

Technical Skills

Productivity Software:

- Microsoft Office
- PowerPoint

Industry-Specific Tools:

- Travel Management Software
- Customer Relationship Management (CRM) Systems

Soft Skills:

- Leadership
- Team Management
- Customer Service
- Training
- Coaching
- Teamwork
- Business Development
- Marketing

Domain Expertise:

- Tourism
- Leisure Travel

- Travel Management
- New Business Development