

## 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