

Gary C. Barkauski Jr.

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Education

University of Illinois at Urbana-Champaign

May 2012

Bachelor of Arts in Liberal Arts & Sciences, Double Major in Political Science and History with Geography Minor

Experience

Flight Centre Technical Business Analyst

August 2018 - March 2020

- Developed and maintained corporate relationships between technical products and the Flight Centre brands including PRISM, Booking Builder Technologies, Groundspan, and Flight Global
- Researched and implemented a new technology to be utilized by Flight Centre to effectively train new agents and support existing agents during the travel booking process specific by account and brand
- Streamlined single-account implementation processes for several products, including Flight Global, PRISM, SMART Rate, and SMART Fare
- Assisted in the integration of newly-acquired Flight Centre brands such as Laurier Du Vallon, FCM Mexico, and Casto Travel while reforming their booking and support structures to align with Flight Centre's standardized procedures

FCM Corporate Travel Operations Manager

June 2016 - August 2018

FCM Corporate Travel Operations Assistant Manager

October 2015 - June 2016

FCM Corporate Travel Consultant

March 2015 - October 2015

- Managed travel for 76 multi-national corporations with travel expenses in excess of \$1 million annually
- Directed and facilitated in the stabilization of four individual teams after major staffing and leadership crises
- Lead three individual teams to profitability after years of negative growth
- Assisted in launching and organizing new accounts and developing the tools and procedures to manage each account on a customized platform suitable to their specific business model
- Successfully retained multiple FCM key accounts, such as Heidrick & Struggles, Newmont Mining, SSL, ICANN, Medallia, and Kemper Insurance
- Successfully implemented several multi-national accounts, including Pivotal, Twitch.tv, Graebel Relocation Services, Janus Henderson Investments, Orica, Lumileds Lighting, Woods Bagot Architecture, Sterigenics, Englehart Commodities Trading Partners, Pinnacle Entertainment, and Catapult Sports
- Spearheaded employee training program to facilitate growth in business practices and employee performance for nine new employees, three with no prior travel industry experience
- Improved airline contract performance on numerous accounts, such as American Airlines, United Airlines, and Cathay Pacific
- Consulted with travel managers of multiple key accounts for best practice and client cost reduction and savings
- Analyzed contractual agreements with international and domestic airlines to determine commission percentages due to the agency
- Facilitated quarterly review projects for multiple key accounts, including airline partnership contracts, rental car contracts, and hotel requests for product
- Recommended and redesigned preferred hotel programs for client corporations
- Utilized Sabre GDS to successfully reserve, maintain, and personalize each individual's travel to meet their business needs
- Completed in excess of 40 reservation requests daily
- Organized and maintained group travel for several key accounts in excess of 300 travelers to a variety of domestic and international locations
- Maintained a schedule for 16 employees over 12 hour workday, as well as a schedule for eight employees over at 13 hour workday

Skills

Sabre GDS system (advanced proficiency), American Airlines Saleslink (advanced proficiency), United Airlines Jet Stream (advanced proficiency), Microsoft Word (advanced proficiency), Microsoft Excel (advanced proficiency), Microsoft Outlook (advanced proficiency), Microsoft PowerPoint (advanced proficiency), knowledge of social media networks including Facebook, Instagram, and Twitter (advanced proficiency)