

BUSINESS ANALYST

Professional Summary

33 years in travel operations at a variety of management levels *Internationally rate trained at Pan Am and Lufthansa *Experience in leading a large group of travel professionals in an active environment *Extensive background in corporate travel reservations and corporate travel policy

Core Qualifications

Microsoft Office, CMS, GDS Systems (Sabre, Apollo, Worldspan, Galileo, and Amadeus), and American Express proprietary business travel reservation tools.

Experience

Business Analyst

January 2013 to Current Lovesac 1/4 Palm Beach Gardens , FL

- System and Functional and User Acceptance Test Teams.
- Performed product testing on over 25 travel counselor point of sale products.
- Submitted results of testing to leadership team using Method 1 results gathering processes.
- Wrote process improvement manual and provided additional trainings to the both teams as the Subject Matter Expert for 6-7 point of sale products.

Team Leader

Borgata Casinos 1/4 Atlantic City , NJ

- Supervise a staff of 17 travel counselors and support agents.
- Providing coaching, professional development, and administrative functions.
- Meet with corporate account key members to discuss business practice, financial acumen, and corporate contract fulfillment.
- Leading transition from prior agent reporting program to current program by facilitating transition training.
- Earned the highest employee survey scores for all the team leaders in a portfolio of 18 in 4th quarter of 2015.

Specialized Travel Counselor

- Regional Training Coach - IBM EMEA Account I am the contact person regarding GDS formats, IBM policy, and Customer Service issues for 16 travel counselors on the IBM EMEA account.
- Tasked with debit memo review, determine accuracy of debit memo assertion, and track the ADM for the IBM EMEA account.
- The reviewing of the debit memos directly affects cost overhead as some issues are disputed or referred back to the travel counselor.
- Served as Acting Team Leader for a one month time frame during which I monitored TSF, coached 14 travel counselors on performance, and attended Team Leader meetings on the IBM Hub and Spoke team.
- Facilitated over 40 different training sessions for new hires to the account and recurrent training for existing counselors.
- A highlight was that I led training on travel reservation end to end processes for the 26 person training class on the day prior to account kick-off.
- Trained the Quality Service Center team on Amadeus GDS formats and shortcuts in the 3rd quarter of 2013.
- Achievements Helped achieve the second highest COPQ in the West Region for FY 2012.
- This was due to the recurrent training and stringent CSI and ADM review processes I established.
- Reduced handle time of two agents by 30% that were in danger of being placed on counseling by performing side to side best practice training.
- QC Agent - IBM Australia account Tasked with providing quality control process improvements for all traditional GDS bookings for a staff of 15-17 travel counselors.
- Provided feedback both written and verbal to travel counselor pnr quality.
- Provided results up to management on quality control statistics for each counselor.
- Achievements Helped move team counselor AHT at the beginning of September from 1600 seconds to 1000 seconds by the end of the month.
- I used a series of methods including gating to areas of knowledge, best practices in AHT reduction gained through 13 years of being employed at American Express, to organizing POS fixes.
- Trained constituents on the end to end processes which resulted in a greater understanding of the Amex processes and 10-12 travel counselors providing either written or verbal appreciation.
- All travel counselors except 2 progressed through the stringent quality control process for IBM - Australia account.

Education

BA : History , 1984 University of Iowa, Iowa City IA University of Maryland 1/4 City History Completed 6 Economic units
Completed courses/seminars in time management, employee involvement, diversity, international rates and leadership (7 habits). : 1988
Interests

Received Winner's Circle Award in 2005 for the positive integration of Rosenbluth travel into American Express Travel, specifically focusing on back office systems. Team Leader/Team Leader Assistant/VIP and International Travel Consultant (Named Acting Team Leader position for 3 consecutive 6 month periods during which I was tasked with providing guidance, support, and administrative duties for a team of 15 IBM United States travel counselors and/or Team Lead Assistants. Selected to be on the initial Team Leader Assistant program for two consecutive 6 month time periods during which I provided conflict resolution assistance and provide reservation and policy assistance for 80 travel counselors on the IBM Unites States account. Provided travel consultation skills for IBM Unites States VIP and International travel clientele, providing air, car, and hotel bookings and advice. VIP and International Travel Consultant Lockheed Martin Onsite Provided travel consultation skills for IBM Unites States VIP and International travel clientele, providing air, car, and hotel bookings and advice. Assisted Travel Manager in the monthly editing and

creation of travel management reports provided to client. Major Projects/Achievements Tested and help deploy over 90 travel releases to the business travel counselor team worldwide. Named a Winner's Circle award winner in 2004. Was a member of 3 cross functional teams on diversity for one year periods each time. Received Pacesetter Award in 2001 for my leadership on the Team Leader Assistant team. Omega World Travel Fairfax VA 1993 to 1997 Financial Reporting Manager/Customer Reporting Specialist Tasked with the leadership of 10 reporting specialists that provided travel analysis reporting for partnered business travel accounts for 2 separate year terms. Led weekly team meetings, provided human resources guidance, and was a contributing member the daily ownership lead work direction meetings. Provided accurate travel reporting data to designated top 10 partnered travel accounts. Ober United Travel Chevy Chase MD 1984 to 1993 Team Leader/Group Travel Counselor and International Travel Counselor Supervised a staff of 5 travel counselors and 2 couriers that provided travel services and courier activities for 7 corporate travel accounts. Provided travel consultation skills to a 8-10 travel accounts. 2004 to 2009 1999 to 2004 1997 - 1999 Skills

administrative functions, Apollo, CMS, Coach, coaching, counselor, counseling, Customer Service, debit, financial, frame, Functional, Hub, IBM, leadership, Team Leader, meetings, Method 1, Microsoft Office, organizing, POS, processes I, processes, process improvement, product testing, Quality, quality control, Express, reporting, Sabre, seminars, statistics, time management, Worldspan, written Additional Information

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