

## PROFESSIONAL SUMMARY

Independent Travel Agent offering more than 25 years of industry experience. Terrific communicator with base of wealthy, loyal clientele. Consistently delivers best client experiences resulting in repeat business and market expansion.

## WORK HISTORY

### Travel Consultant, 05/2005 to 01/2024

#### PEERLESS TRAVEL - TORONTO CANADA

- Increased client satisfaction by providing personalized travel recommendations and itinerary planning.
- Streamlined booking processes for improved efficiency and reduced errors in reservations.
- Communicated with clients to confirm itineraries, methods of transportation and travel regulations.
- Booked reservations for travel, hotels, rental cars and special events such as tours and excursions.
- Used Sabre to create and update client electronic records.
- Advised customers on necessary travel documents and visa requirements to successfully reach planned destination.
- Followed up with customers to increase customer service with travel plans.
- Provided customers with best deals and well-researched travel options, successfully negotiating rates while improving customer satisfaction ratings.
- Assisted clients with flight changes and cancellations to minimize travel disruptions.
- Recommended travel insurance plans to customers to reduce uncertainty and risk of financial loss.

### Travel Consultant, 01/1998 to 01/2001

#### SABRA TOURS - TORONTO CANADA

### Travel Consultant, 03/1992 to 01/1998

#### REJWAN TRAVEL - Jerusalem, Israel

### Travel Agent, 01/1989 to 01/1992

#### TRAVEX TOURS - Jerusalem, Israel

### Travel Agent, 01/1984 to 01/1989

#### SABRA TOURS - TORONTO ,CANADA

## CONTACT

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## SKILLS

- Travel Research
- Company Guidelines and Procedures
- Travel Insurance
- Global Destinations
- Documentation Preparation
- Overseas Tours
- Travel Arrangements
- Executive Travel
- Hotel Accommodations
- Itineraries
- Travel documentation knowledge
- Advanced itinerary planning
- Attention to detail
- Strong communication skills
- Global travel experience
- Problem-solving abilities
- GDS knowledge
- Client Consultations
- Itinerary Planning
- Reservations Management
- Client Relationship Building
- Tour Package Sales
- Travel Planning
- Client Records
- Reservations Booking
- Travel Itineraries
- Customer Service
- Payment Processing
- Travel Insurance Sales
- Corporate Travel
- Team Member Collaboration
- Travel Bookings Processes

## EDUCATION

## LANGUAGES

**Hebrew :**

**English:**

**French:**

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