

Experiencia laboral

Account Manager - EMEA

Expedia Group

2022 - Actualmente

Engaged with top-performing properties in the EMEA portfolio in an advanced capacity.

Managed accounts within a designated market to sustain competitiveness and attractiveness of properties.

Continuously assisted in enhancing marketing potential for multiple large chain hotels.

Prioritized and maintained partner loyalty throughout all initiatives.

Senior Partner Associate - EMEA

Expedia Group

2017 - 2022

Provided prompt assistance to customers through various channels including phone, chat, email, and social media.

Managed and resolved issues and complaints efficiently, ensuring high-quality resolution and customer satisfaction.

Engaged in both inbound and outbound projects, serving as the primary contact point for customers.

Proactively reached out to property managers to help them increase potential and optimize listings.

Delivered high-quality calls at scale, consistently meeting and exceeding targets for customer engagement and satisfaction.

Customer Service Advisor .- UK & NL Markets

Expedia Group

2012 - 2017

Provided excellent customer service for a leading holiday rentals website, ensuring a confident, willing, and friendly phone manner.

Promoted e-commerce payment models, driving client adoption through personalized one-on-one appointments.

Conducted thorough appointments, patiently guiding clients through e-commerce benefits to encourage prolonged product usage.

Informed customers about new products and updates, offering step-by-step tutorials to facilitate understanding and usage.

Maintained active interest in Vrbo business, continually building knowledge of products and services to better assist property owners.

Engaged in outbound campaigns, reaching out to property managers with high potential and providing insights to improve booking opportunities.

Educación y formación

NVQ en Business Admin

Doncaster College

2004

Travel and Tourism

North Notts College

1999 - 2001