



MICHAEL ANDERSON

Cruise Reservation Manager

Seasoned Reservation Executive with a robust background in the cruise industry, specializing in customer service and operational management. Demonstrated ability to oversee booking systems and enhance customer experiences through personalized service. Proven experience in leading teams and managing high-pressure situations, ensuring smooth operations and satisfaction. Recognized for developing and implementing training programs that elevate service standards and employee performance.

CONTACT

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- San Francisco, CA

EDUCATION

Bachelor of Science in Marine Transportation

California Maritime Academy
2016-2020

SKILLS

- customer service excellence
- operational management
- team leadership
- industry compliance
- training and development
- trend analysis

LANGUAGES

- English
- Spanish
- French

WORK EXPERIENCE

Cruise Reservation Manager

2020-2023

Oceanic Cruises

- Managed reservations for cruises, ensuring compliance with industry regulations.
- Supervised a team of reservation agents, fostering a culture of excellence.
- Implemented customer service training that improved guest feedback scores.
- Coordinated with various departments to ensure seamless booking processes.
- Analyzed booking trends to enhance service offerings and promotions.
- Resolved customer inquiries and complaints promptly and effectively.

Reservation Agent

2019-2020

Cruise Line International

- Processed reservations for various cruise itineraries with precision.
- Provided detailed information on cruise packages to potential customers.
- Maintained accurate records of bookings and cancellations.
- Assisted in marketing campaigns to promote cruise packages.
- Collaborated with customer service teams to enhance guest experiences.
- Participated in industry conferences to stay updated on trends.

ACHIEVEMENTS

- Achieved a 95% customer satisfaction rate through service enhancements.
- Implemented a training program that reduced booking errors by 30%.
- Recognized with the 'Top Performer Award' for outstanding sales performance.