



MICHAEL ANDERSON

SENIOR TRAVEL CONSULTANT

CONTACT

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-  San Francisco, CA

SKILLS

- customer-centric service
- itinerary planning
- negotiation
- CRM management
- data analysis
- team mentorship

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF SCIENCE IN HOSPITALITY
MANAGEMENT, CORNELL UNIVERSITY

ACHIEVEMENTS

- Recognized for achieving the highest client satisfaction score in 2019.
- Increased revenue by 20% through strategic upselling initiatives.
- Successfully organized a charity travel event, raising \$50,000 for local communities.

PROFILE

Highly accomplished Senior Travel Services Manager with a distinguished career spanning over a decade in the travel and hospitality sectors. Exhibits a profound understanding of customer-centric service delivery and operational excellence. Expertise in crafting tailored travel itineraries that meet diverse client needs while optimizing cost efficiency. Proven track record of leading projects that enhance the overall travel experience for clients, resulting in increased satisfaction and loyalty.

EXPERIENCE

SENIOR TRAVEL CONSULTANT

Elite Travel Agency

2016 - Present

- Designed bespoke travel packages for high-net-worth individuals, ensuring personalized experiences.
- Negotiated exclusive rates with luxury hotels and airlines, enhancing value for clients.
- Facilitated travel arrangements for corporate clients, managing logistics for events.
- Utilized CRM systems to track client preferences and improve service delivery.
- Conducted post-travel surveys to gather insights and improve service offerings.
- Mentored junior consultants, fostering a collaborative team environment.

TRAVEL COORDINATOR

Adventure Tours Inc.

2014 - 2016

- Coordinated group travel logistics for adventure tours, managing budgets and itineraries.
- Developed marketing materials to promote travel packages, increasing sales by 30%.
- Maintained relationships with vendors to ensure quality service delivery.
- Organized travel-related events and workshops to engage clients.
- Conducted risk assessments for travel safety and compliance.
- Analyzed travel data to identify trends and opportunities for service improvement.