



Michael ANDERSON

TRAVEL DESK SUPERVISOR

Innovative travel desk manager with a strong commitment to enhancing customer satisfaction and operational efficiency within the travel industry. Expertise in developing and executing travel programs that meet diverse client needs while ensuring adherence to budgetary constraints. Proven ability to lead teams effectively, fostering an environment of collaboration and high performance.

CONTACT

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- 📍 San Francisco, CA

SKILLS

- customer satisfaction
- team management
- negotiation
- travel logistics
- performance evaluation
- industry knowledge

LANGUAGES

- English
- Spanish
- French

EDUCATION

**BACHELOR OF SCIENCE IN TOURISM
MANAGEMENT, UNIVERSITY OF
CENTRAL FLORIDA**

ACHIEVEMENTS

- Increased client satisfaction scores by 20% through enhanced service protocols.
- Recognized as 'Employee of the Month' for outstanding performance.
- Successfully managed a high volume of bookings during peak travel seasons.

WORK EXPERIENCE

TRAVEL DESK SUPERVISOR

NextGen Travel Services

2020 - 2025

- Supervised a team of 8 travel agents, ensuring adherence to company policies.
- Conducted weekly performance reviews to identify areas for improvement.
- Implemented a client feedback mechanism to enhance service delivery.
- Negotiated rates with hotels and transportation services, resulting in a 10% cost reduction.
- Coordinated travel logistics for VIP clients, ensuring a seamless experience.
- Monitored industry trends to inform travel strategies and offerings.

TRAVEL AGENT

Travel & Co.

2015 - 2020

- Provided personalized travel planning services to clients, ensuring satisfaction.
- Managed bookings and itineraries for leisure and corporate clients.
- Resolved client issues promptly, maintaining a high satisfaction rate.
- Participated in training sessions to stay updated on travel industry changes.
- Utilized booking software to streamline the reservation process.
- Contributed to marketing efforts, promoting travel packages and services.