



MICHAEL ANDERSON

TRAVEL SERVICES DIRECTOR

PROFILE

Accomplished Travel Services Manager with a robust background in international travel coordination and client relationship management. Over 10 years of experience in leading travel teams and executing high-profile travel arrangements for corporate clients. Proven expertise in developing and implementing travel policies that enhance operational efficiency and improve client satisfaction. Adept at utilizing cutting-edge travel technologies and software to streamline processes and deliver exceptional service.

EXPERIENCE

TRAVEL SERVICES DIRECTOR

Elite Travel Group

2016 - Present

- Led a team of travel consultants in delivering tailored travel solutions for VIP clients.
- Developed strategic travel programs that increased company revenue by 40%.
- Implemented a new customer management platform, improving response times by 35%.
- Conducted regular training sessions to enhance team performance and service delivery.
- Negotiated exclusive deals with luxury hotels and airlines, optimizing client experiences.
- Monitored industry trends to adjust service offerings and maintain competitive advantage.

TRAVEL CONSULTANT

Travel Experts Co.

2014 - 2016

- Provided comprehensive travel planning and consultation services to corporate clients.
- Managed travel bookings using multiple online platforms and tools.
- Resolved client issues and complaints promptly, ensuring high satisfaction levels.
- Maintained detailed records of client preferences and travel history.
- Assisted in budgeting and forecasting travel expenses for clients.
- Participated in travel fairs and events to promote services and attract new clients.

CONTACT

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- San Francisco, CA

SKILLS

- International Travel Coordination
- Client Relationship Management
- Strategic Planning
- Negotiation
- Team Development
- Travel Technology

LANGUAGES

- English
- Spanish
- French

EDUCATION

MASTER OF BUSINESS
ADMINISTRATION, TRAVEL
MANAGEMENT, NEW YORK UNIVERSITY,
2012

ACHIEVEMENTS

- Achieved 'Top Sales Performer' award for three consecutive years.
- Increased client satisfaction scores by 25% through improved service protocols.
- Successfully organized a travel event that attracted over 500 attendees.