



Esther Scott

TRAVEL AGENT

Details

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United States
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DRIVING LICENSE

Full

PLACE OF BIRTH

San Antonio

Links

[Resume.io](#)

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Skills

Domestic & international travel expertise

Budgeting & accounting

Logistical planning

Itineraries

Reservations

Travel Consulting

Languages

Russian

French

Hobbies

Figure Skating, Volunteering, Art

Profile

Customer service-oriented Travel Agent with five years of career experience in the Travel and Tourism industries. Possesses expertise in strategic partnership identification and development, event planning, and travel coordination. Key skills include organization, time management, and written and verbal communication.

Employment History

Travel Agent, Amazon Travel, New York

JANUARY 2020 – FEBRUARY 2022

Tasked with making arrangements for tours, including, but not limited to, tourist attractions, transport, accommodation, and car rentals for the African continent focusing on responsible and sustainable accommodation establishments and also destination weddings.

- Provided advice about destinations and packages to tourists.
- Provided recommendations about tour and vacation packages provided by the company.
- Visited hotels and restaurants to improve accuracy on the travel agency's information such as cleanliness and available facilities so that recommendations are accurate
- Handle bookings, invoices and issue tickets as well as confirm customers' names with airlines/hotels.
- Provide pricing information, brochures, and internet-based information.

Travel Agent, PenTravel, Nashville

JANUARY 2018 – NOVEMBER 2020

Primary responsibility to coordinate with local Tourist Guides to create itineraries for their clients according to specific guidelines and preferences also to handle all post-sales documents, pre-paid inventory management, rail booking, and document shipping.

- Attended client's queries on the phone, via the Internet, and in person.
- Provided suggestions about how the company website can be improved for ease of use, completeness, and marketability, if and when necessary.
- Checked the weather conditions and forecasts; coordinated with local government bodies about the nature of the trips, and encased emergencies.

Education

Associate of Arts degree in Hospitality, Columbia University, New York

FEBRUARY 2021 – FEBRUARY 2022

Spanish and French, Orlando Language School, Orlando

JANUARY 2021 – FEBRUARY 2022

Travel and Tourism Management (Certificate Program), Chaplin School of Hospitality & Tourism Management, Buffalo

JANUARY 2014 – AUGUST 2018

Accomplishments

- Awarded Travel Agent of the Year award for scoring 98% in the client satisfaction survey.
- Organized reservations for over 340 guests while overseeing ticket distributions and managing customer relations and sales of tickets.
- Prepared and processed more than 12,500 guests monthly.
- Delivered seven hours a day, reaching 27,000 guests and generating \$270,000 of yearly income.