**AKINPELU**

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**EXPERIENCED TRAVEL PROFESSIONAL**

**Career Summary**: High-energy, focused, customer-oriented Travel Professional with more than **7 years of international experience in Corporate, Leisure and Holiday Travel Planning and Bookings**. Equipped with critical thinking skills and an eye-for-detail in equal measure; skilled to derive insights from data analysis to drive improvements that produce dramatic results. **Comprehensive knowledge of Amadeus and Sabre GDS**. Sensitive to the dynamics of cross-cultural workplaces.

**Personal Details**

Date of Birth: 14 Nov., 1985

Nationality: Nigerian

Marital Status: Married

Language Proficiency: English – Proficient

**GDS Software**

Sabre Red Workspace – Proficient

Amadeus Selling Platform – Proficient

**Education**

* BSc Transport Management Dec. 2015

From Ladoke Akintola University of Technology, Ogbomoso Nigeria

* Diploma in Fares and Ticketing Aug. 2008

From Frontier Travel Academy, Lagos Nigeria

**Professional Qualifications**

* Certificate in Airport Operations Oct. 2010

From International Air Transport Association (IATA)

* Certificate in Introduction to Airline Industry April 2010

From International Air Transport Association (IATA)

**Work Experience**

* **Sabrina Travels Limited, Ibadan, Nigeria as Senior Travel Consultant**

**January 2014 to Present**

**Responsibilities**

* Making reservations and bookings for clients on the GDS.
* Building relationships with clients to be able to pro-actively sell, and gain a loyal client database for repeat bookings.
* Delivering sales target by maximizing profit and potential sales opportunities while offering an exceptional and personalized service
* Monitoring passengers` itineraries on the GDS (Sabre and Amadeus) before, during and after their trips
* Preparing and sending confirmations for reservations.
* Advising clients on passport and visa requirements and, where necessary, health and vaccinations.
* Arranging visas as and when required.
* Participating in training sessions ensuring that my product knowledge and skills are up to date.
* Commercially aware of opportunities to increase sales profit and share such ideas with team members.
* Ensuring the booking processes run smoothly from the initial sales until the tickets are issued and invoiced.
* Maintaining assigned queues through routine check for updates and status messages.
* Upholding the company standard at all time.
* Researching various destinations that could be of interest to clients; and means of travel regarding flight fares, accommodation, car rentals, customs and immigration regulations, weather conditions, reviews etc.
* Using promotional techniques and prepare promotional materials to sell tour packages
* Handling unforeseen problems and complaints, and determining eligibility for refunds.
* **Harmony Global Asset Management Limited, Ibadan Nigeria as Travel and Tours Officer**

**May 2009 - December 2013**

**Responsibilities**

* Handled bookings, documentations, complaints handling, refund, cancellation etc.
* Handled Corporate clients with their travel requirements.
* Attended to queries, PNR creation & management. Itinerary pricing, fare quote, and issuing tickets
* Achieved monthly sales target and bringing new businesses.
* Handled all clients’ enquiry in a friendly and professional manner
* Ensured all bookings include relevant requests i.e. Frequent Flyer account, meal requests, seating preference and passport/visa details
* Offered and/or sold additional ancillary products such as car hire, hotels, transfers on all bookings
* Kept clients fully informed of any changes advised by airlines etc.

**Professional Skills**

* Proficient use of Microsoft Office
* Proficient use of Amadeus and Sabre GDS
* Advanced knowledge and use of the Internet
* Self-starter with exceptional time management skills and with great attention to detail.
* Ability to prioritize, manage multiple tasks, and adhere to business-critical deadlines.
* Excellent written and verbal communication skills. Fluent in English.
* Ability to communicate relevant information to all team members/levels of the organization.
* Passionate dedication and ethical approach to sales management and operations.
* Ability to develop collaborative relationships and act as a well-respected, trusted partner that others want to work with.

**References**

Available on request