**W**YCLIFFE

**W**YCLIFFE.373877@2freemail.com

PROFESSIONAL SUMMARY

Seasoned Travel Consultant with ten years UAE/GCC market experience, dedicated to bringing organisations
to the next phase of growth and development.Diligent and motivated to improve processes,streamline
operations and increase revenue.

SKILLS

Customer service specialist Telephone etiquette
Calm under pressure Customer Relationship Management (CRM )
Interpersonal & Multicultural Listening
Communication Quick Learner
Negotiation Leadership
Galileo,Sabre and Amadeus Customer Satisfaction
Reservations Team Management
Ticketing Online Travel
Microsoft/Office/Word/Excel Business Development
Sales Management

WORK HISTORY

Travel Consulant, 12/2007 to 11/2016
Emirates Group – Dubai, United Arab Emirates

a.) Reserve both domestic and international travel( Inbound & Outbound) and hospitality arrangements. GDS
used : Galileo , Sabre and Amadeus.
b.) Creating rapport and follow up with customers to bring repeat business thus exceeding their expectations
and more customer satisfaction.
c.) Provide quotations for travel and hotel expenses and apply discount programs where applicable generating
more revenue to the company by consistently exceeding my monthly targets with a margin of averagely 80%.
d.) Collect and process payments - Cash , CPG and POS.
e.) Advice clients on error free travel arrangements.
f.) Handle complaints and refunds professionally thus safeguarding and improving the company image.
g.) Act as Point of Contact (POC) in the absence of Manager shaping my managerial skills in the profession.

h.)Provide coaching,mentoring and consultation to new joiners enhancing staff development thus high
employee retention and productivity.
i.)Maintain an up-to-date database of all regular customers pertaining to their bookings, frequent flyer
numbers, meal / seat preferences etc., to offer them personalised service.
j.)Receive and process customer feedback, after completion of travel, to gauge their views/ opinions on the
level & quality of service offered and scope for improvement, if any.

Sales & Reservations Officer, 11/2006 to 11/2007
Emirates Group – Dubai, United Arab Emirates

a.) Accurate reservation of all travel and Accommodation including Insurance ,Transfers and Marhaba
services. Systems used : DFO , Dervant ,Cleartrip.
b.) Dealing with enquiries both face to face and over the phone, listening to customer needs and acting upon
them diligently.
c.) Ability to work within company policies and objectives.
d.) Researching other rates and discounts within the competitors to maintain competitive rates and deals thus
increased revenue and client retention.
e.) Experienced in advising on travel needs ;visa ,currency ,passport information and weather hence high
customer satisfaction and repeat business.
f.) Accurately recording information on company database and regularly reporting back to the management
thus high productivity.
g.)Maintained a monthly sales achievement of 400,000 beyond the set target of 200,000.

Sales Support Coordinator, 02/2002 to 10/2006
Lake Travel & Tour Company – Kisumu, Kenya

a) Achieved high customer satisfaction for being punctual, polite and knowledgeable on product requirements.
b) Collaborated with customers and colleagues to ensure the delivery of efficient, high-quality service.
c) Enhanced company reputation by sticking to the company policies.
d) Successfully initiated and implemented corporate prospecting which resulted in increased client base and
revenue generation - 1,000,000.00 Million extra sales input.
e) Provided coaching - Telephone etiquette, mentoring, and consultation to new staff which enhanced staff
development and profits margin.
f) Customer service - Handled customer complaint portfolio where matters arising were handled amicably in a
professional manner.

Risk Manager, 05/2001 to 01/2002
British American Insurance Co (K) Ltd – Kisumu, Kenya

a)Prospecting prospective clients , educating them on relevant policies and issuance of the same.

b)Developed and rolled out new policies.
c)Increased profits by 50% within the first year through restructure of business line.
d)Hired and trained twenty new staff.

Operations Manager, 01/1996 to 09/1999
North End Hotel & Restaurant – Kakamega, Kenya

a.) Stock control.
b.) Customer care.
c.) Organised client events & entertained customers .
d.) Supervised and coordinated dining room activities and employee schedules.
e) Set-up and operated line for breakfast and lunch service.
f) Managed set up, stock maintenance, and line sanitation of full line service for several different dining
locations.
g) Oversaw the customer experience for an average of 700 visitors weekly, providing cheerful and helpful
service.
h) Directed a team of 10 wait staff, including scheduling, mentoring and disciplinary actions resulting in a
significant decrease in employee turnover.
i) Negotiated room rates and food and beverage revenues with clients executing a contractual agreement on
regular basis.
j) Conducted creative hotel site inspections and sales presentations for customers .

EDUCATION

Associate of Arts: Travel and Tourism Management, 2001
Kenya Utalii University College - Nairobi, Kenya.

CERTIFICATIONS

IATA/UFTAA Diploma c/o Montreal Canada.

HOBBIES

Reading,Travelling and Swimming.