

Vinie Wida

Car Rental Agent

Profile

Dedicated Car Rental Agent with 1 year of experience in providing exceptional customer service and ensuring seamless rental processes. Skilled in vehicle inspections, managing bookings, and addressing client needs. Adept at multitasking in a fast-paced environment, fostering strong client relationships, and maintaining accurate records. Committed to contributing to a high-quality rental experience for all customers.

Employment History

Car Rental Agent at Enterprise Rent-A-Car, TX

May 2023 - Present

- Achieved the highest customer satisfaction rating of 98% among team members during Q2 2019, resulting in a significant increase in repeat customers and positive feedback for the branch.
- Exceeded monthly sales targets by an average of 30% for six consecutive months in 2018, contributing to a record-breaking revenue growth for the branch.
- Implemented a streamlined reservation process that reduced customer wait times by 40%, leading to improved customer satisfaction and increased overall efficiency at the branch.
- Successfully trained and mentored four new Car Rental Agents in 2019, who went on to achieve an average sales target fulfillment rate of 90% within their first three months on the job.

Car Rental Associate at Hertz Rent A Car, TX

Jul 2022 - Apr 2023

- Successfully increased the branch's overall customer satisfaction rating by 15% within a year, through exceptional customer service and efficient problem resolution.
- Exceeded sales targets by 20% in 2019, generating over \$500,000 in revenue, by upselling insurance coverage, prepaid fuel, and additional services to customers.
- Reduced vehicle idle time by 10% within six months, optimizing fleet management and ensuring timely maintenance, resulting in improved vehicle availability and reduced operational costs.

Certificates

Certified Reservation Agent (CRA)

Dec 2021

Certified Customer Service Specialist (CCSS)

Mar 2020

✉ vinie.wida@gmail.com

☎ (821) 765-0332

📍 1234 Lone Star Lane, Austin, TX 78701

Education

Diploma in Customer Service and Sales Management at Lone Star College, Houston, TX

Sep 2017 - May 2022

Relevant Coursework: Customer Relationship Management, Sales Techniques and Strategies, Effective Communication, Consumer Behavior, Marketing Principles, Conflict Resolution, and Team Management.

Links

[linkedin.com/in/viniewida](https://www.linkedin.com/in/viniewida)

Skills

Customer Service

Reservation Management

Vehicle Knowledge

Sales Techniques

Conflict Resolution

Time Management

Multitasking

Languages

English

Arabic