

Shayne Lacar

Corporate Travel
Agent

Details

shayne.lacar@gmail.com

(285) 351-2094

123 Pine Street, Portland, ME 04101

Profile

Dedicated Corporate Travel Agent with 1 year of experience in providing efficient, cost-effective travel solutions for corporate clients. Proficient in booking domestic and international flights, accommodations, and ground transportation, while ensuring compliance with company travel policies. Demonstrated ability to build strong relationships with clients and vendors, resulting in high customer satisfaction rates. Adept at handling multiple tasks in a fast-paced environment and skilled in using travel booking software. Committed to delivering exceptional customer service and seamless travel experiences for business professionals.

Employment History

Corporate Travel Agent at Travel Leaders Corporate, ME

Apr 2023 - Present

- Successfully managed over 500 corporate travel bookings per month, resulting in a 98% customer satisfaction rating and contributing to a 20% increase in company revenue.
- Streamlined the travel booking process by implementing a new online booking tool, reducing booking time by 30% and increasing overall efficiency.
- Negotiated and secured exclusive partnerships with 10 major airlines and hotel chains, resulting in an average of 15% cost savings for corporate clients.
- Developed and led a team of 5 junior travel agents, providing ongoing training and support that contributed to a 25% increase in team productivity and a 10% reduction in errors.

Junior Corporate Travel Agent at AAA Northern New England, ME

Jul 2022 - Mar 2023

- Successfully managed a portfolio of over 50 corporate clients, leading to a 20% increase in sales and generating \$500,000 in revenue for AAA Northern New England.
 - Streamlined the booking process for clients, reducing the average time spent on each transaction by 15%, resulting in a higher level of customer satisfaction.
 - Maintained a 98% client retention rate by providing exceptional customer service, resolving issues quickly, and proactively addressing potential concerns.
 - Implemented cost-saving measures for corporate clients, saving them an average of 10% on their travel expenses, while maintaining the quality of their travel experience.
-

Education

Associate of Applied Science in Travel and Tourism Management at
Southern Maine Community College, South Portland, ME

Sep 2018 - May 2022