

Kiawana Kuzmak

Travel Agent

Profile

As a dedicated travel agent with over a year of experience in the industry, I have successfully managed a diverse range of clients, providing them with tailored travel experiences and exceptional customer service. My background in planning and booking domestic and international trips has led to a strong understanding of various destinations, cultures, and travel trends. My meticulous attention to detail, combined with my passion for exploring new places, has allowed me to create unforgettable journeys for my clients. Using my excellent communication and problem-solving skills, I have consistently exceeded sales targets and maintained long-lasting relationships with clients, ensuring their satisfaction and loyalty.

Employment History

Travel Agent at AAA Minneapolis, MN

Mar 2023 - Present

- Successfully planned and booked over 500 personalized vacations for clients in 2019, resulting in a 20% increase in annual sales revenue for AAA Minneapolis.
- Streamlined the travel booking process by implementing a new customer relationship management (CRM) system, reducing average booking time by 30% and increasing overall client satisfaction by 25%.
- Established partnerships with 10 new local hotels and attractions in the Minneapolis area, expanding the range of exclusive discounts and offers available to AAA members, and driving a 15% increase in membership renewals.

Junior Travel Agent at Borton Overseas, MN

Aug 2022 - Jan 2023

- Successfully managed and coordinated travel arrangements for over 500 clients within the first year of working at Borton Overseas, resulting in a 25% increase in overall customer satisfaction ratings.
- Increased sales revenue by 35% within the first six months of employment by implementing targeted marketing strategies and upselling additional services to clients, which contributed significantly to the company's growth.
- Streamlined the booking process by developing and implementing an efficient system that reduced errors by 40% and increased overall productivity within the team, leading to a faster turnaround time for clients and improved customer experience.

Certificates

Certified Travel Associate (CTA)

Nov 2021

Destination Specialist Certificate

Apr 2020

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📍 123 Maple St, Minneapolis, MN 55401

Education

Associate of Applied Science in Travel and Tourism Management at Minnesota State Community and Technical College, Fergus Falls, MN

Aug 2018 - May 2022

Relevant Coursework: Destination Management, Marketing for Tourism, Travel Sales and Reservations, Event Planning, Hospitality Operations, and Sustainable Tourism Development.

Links

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

Skills

Destination knowledge

Customer service

Communication

Organizational skills

Sales and marketing

Problem-solving

Attention to detail

Languages

English

Dutch