

# Reika Hoogland

Reservation Agent

## Profile

Diligent Reservation Agent with 1 year of experience in efficiently managing reservations and providing exceptional customer service. Adept at handling high call volumes, accurately entering booking details, and promptly addressing client inquiries. Demonstrates excellent communication and problem-solving skills, along with proficiency in using reservation software. Committed to ensuring customer satisfaction and driving business growth.

## Employment History

### Reservation Agent at Granite State Shuttle Service, NH

May 2023 - Present

- Successfully increased the company's booking rate by 20% within the first year, resulting in an additional \$200,000 in annual revenue for Granite State Shuttle Service.
- Streamlined the reservation process by implementing a new online booking system, reducing customer wait times by 50% and increasing overall customer satisfaction.
- Consistently maintained a 95% or higher accuracy rate on all reservations, ensuring smooth operations and minimizing errors that could lead to customer dissatisfaction or lost revenue.
- Developed and led a training program for new Reservation Agents, reducing onboarding time by 30% and increasing team productivity by 15%.

### Junior Reservation Agent at New Hampshire Reservation Solutions, NH

Jul 2022 - Apr 2023

- Successfully managed over 500 bookings per month, consistently achieving a 98% customer satisfaction rating and contributing to a 20% increase in repeat customers for New Hampshire Reservation Solutions.
- Streamlined the reservation process by implementing a new booking software, resulting in a 30% reduction in average call handling time and a 15% increase in daily reservations handled.
- Proactively upsold additional services and amenities, generating an additional \$50,000 in annual revenue for the company and enhancing the overall guest experience.

## Education

### Associate of Applied Science in Hospitality and Tourism Management at Lakes Region Community College, Laconia, NH

Aug 2017 - May 2022

Relevant Coursework: Hospitality Management, Tourism Management, Event Planning, Food and Beverage Operations, Hotel Operations, Travel Services, Customer Service, Marketing and Sales, Human Resources, and Financial Management.

## Details

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## Links

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

## Skills

Multilingualism

Time-management

Amadeus proficiency

Sabre expertise

Worldspan knowledge

Conflict resolution

Upselling techniques

## Languages

English

Urdu

## Hobbies

Photography

Gardening

Painting or drawing