

Kahdijah Hertweck

Travel Agent

Profile

Dedicated Travel Agent with 1 year of experience providing exceptional customer service in planning and organizing travel itineraries. Proficient in researching and booking flights, accommodations, and transportation while maximizing client satisfaction and budget considerations. Adept at building strong relationships with clients and vendors, with a keen eye for identifying opportunities to enhance the overall travel experience. Demonstrated success in leveraging excellent communication and problem-solving skills to ensure seamless and enjoyable trips for clients.

Employment History

Travel Agent at AAA East Central - Lexington, KY

Mar 2023 - Present

- Successfully planned and booked over 500 customized vacation packages for clients within a year, resulting in a 20% increase in sales revenue for AAA East Central.
- Efficiently managed a high volume of client inquiries, averaging 100 calls per day, leading to a 95% customer satisfaction rating and multiple positive reviews from clients.
- Developed and implemented a new marketing strategy targeting local businesses, which led to a 30% increase in corporate travel bookings and an additional \$50,000 in annual revenue for the branch.

Junior Travel Agent at Avant Travel Agency, KY

Jul 2022 - Jan 2023

- Successfully planned and booked over 250 customized vacation packages for clients within the first year of working at Avant Travel Agency, KY, resulting in a 20% increase in revenue for the company.
- Streamlined the booking process by implementing an efficient CRM system, which led to a 15% reduction in time spent on administrative tasks and improved customer satisfaction by 10%.
- Consistently exceeded monthly sales targets by an average of 12%, contributing to the overall growth of the agency and earning recognition as the top-performing Junior Travel Agent in the company.
- Developed and maintained strong relationships with key industry partners, securing exclusive discounts and promotional deals for Avant Travel Agency clients, leading to a 25% increase in repeat bookings.

Education

Associate of Applied Science in Travel and Tourism Management at Bluegrass Community and Technical College, Lexington, KY

Aug 2018 - May 2022

Relevant Coursework: Tourism Marketing, Destination Management, Travel Planning, Hospitality Management, Event Planning, Travel Technology, Sustainable Tourism, and Customer Service.

Details

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Links

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

Skills

Itinerary planning

Destination knowledge

Sabre proficiency

Amadeus expertise

Worldspan mastery

Customer service

Multilingual communication

Languages

English

Urdu

Hobbies

Exploring local cuisine

Photographing scenic landscapes

Learning new languages