

Ramia Grimley

Travel Counselor

Profile

Dedicated Travel Counselor with 1 year of experience in providing exceptional travel planning and consultation services. Adept at creating customized travel itineraries, managing bookings, and delivering excellent customer service. Strong interpersonal skills and a passion for the travel industry contribute to a proven track record of satisfied clients and repeat business. Seeking new opportunities to leverage expertise and ensure memorable travel experiences for clients.

Employment History

Senior Travel Counselor at Alaska Travel Connections, AK

Feb 2023 - Present

- Successfully increased annual revenue by 15% by cross-selling and upselling travel products, resulting in an additional \$500,000 in sales for Alaska Travel Connections.
- Developed and implemented a new marketing strategy targeting niche adventure travel groups, leading to a 20% growth in that segment and attracting 200 new clients within the first year.
- Streamlined the booking process by introducing an online reservation system, which reduced average booking time by 30% and increased overall customer satisfaction ratings by 10%.
- Created and led a team of junior travel counselors in providing exceptional service to clients, resulting in a 25% increase in repeat bookings and a 95% positive feedback rate on customer surveys.

Travel Counselor at Knightly Tours Alaska, AK

Jul 2022 - Dec 2022

- Successfully planned and executed over 150 customized Alaskan tours for clients, resulting in a 95% satisfaction rate and a 30% increase in repeat customers within one year.
- Streamlined the booking process by implementing a new reservation system, reducing average booking time by 45% and increasing overall efficiency by 20%.
- Exceeded annual sales targets by 25%, generating an additional \$100,000 in revenue for Knightly Tours Alaska through upselling tour packages and providing exceptional customer service.

Certificates

Certified Travel Counselor (CTC)

Apr 2022

Destination Specialist Certificate

Nov 2020

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📍 123 Aurora Lane, Anchorage, AK 99501

Education

Associate of Applied Science in Travel and Tourism Management at University of Alaska Anchorage, AK

Aug 2017 - May 2022

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

Links

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

Skills

Itinerary Planning

Destination Expertise

Budget Management

Crisis Resolution

Cultural Awareness

Sabre GDS proficiency

Customer Service

Languages

English

Japanese