

JENNIFER FITZPATRICK

Sebastian, FL 32958

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PROFESSIONAL SUMMARY

Sales-oriented travel expert with excellent administrative skills and experience working for well-known agencies. Proven expertise in customer service and in resolving conflicts. Provide exceptional service and quality obtained from years of hands-on experience in corporate travel industry.

ACCOMPLISHMENTS

- Cross-trained on the agency manager's tasks and responsibilities and was entrusted to handle all duties when that individual was unavailable.
- Supervised team of six staff members.
- Used Microsoft Excel to develop inventory tracking spreadsheets.

SKILLS

- Reading Comprehension
- Client Records
- Critical Thinking
- Foreign Country Regulations
- Travel Knowledge
- Office Support
- Customer Payment Analysis
- Business Growth
- Client Networking
- Database Systems
- Special Needs Travelers
- Billing Procedures, Revenue Monitoring

WORK HISTORY

06/2021 to Current

Lead Travel Advisor

Travel Advisors Unlimited LLC - Independent Agent – Sebastian, Florida

- Referenced company contracts and rate desk to balance rate and revenue for client and company.
- Maintained favorable working relationships with co-workers to foster and promote cooperative working environment.
- Researched cruises, airfare options and siteseeing options to best meet client expectations.
- Responded promptly to client calls and emails requesting new travel arrangements or changes to existing itineraries to provide optimal customer service.
- Attended training sessions, familiarization trips and site inspections to maintain

current industry knowledge and gain insight into tourism trends.

- Arranged travel accommodations for groups, couples, executives and special needs clients.
- Supervised payments via credit and debit cards and handled sensitive information with professionalism and discreteness.
- Took proactive approach to identifying and resolving issues that could have negative impact on business operations and revenue generation.
- Resolved financial inconsistencies through collection of outstanding fees, management of refunds and delivery of travel documentation.

10/2000 to Current **Customer Service**

Publix Super Markets Inc – Sebastian, Florida

- Rotated merchandise and displays to feature new products and promotions.
- Maintained positive customer relations by addressing problems head-on and implementing successful corrective actions.
- Maintained professional demeanor by staying calm when addressing unhappy or angry customers.
- Established team priorities, maintained schedules and monitored performance.
- Directed training and retraining of employees to boost performance and enhance business results.
- Effectively supervised staff of 100+ personnel by implementing company policies, protocols, work rules and disciplinary action.
- Opened and closed location and monitored shift changes to uphold successful operations strategies and maximize business success.
- Supervised and performed human resource management functions for 100+ subordinates.
- Reduced waste and pursued revenue development strategies to keep department aligned with sales and profit targets (SHRINK).

EDUCATION

Associate of Science: Business

Polk State College - Winter Haven, FL

06/2002

High School Diploma

Vero Beach Senior High School - Vero Beach, Florida

CERTIFICATIONS

- CTA - Certified Travel Associate
- Certified Autism Travel Professional - CATP22860735 -Expires 01/07/2024