

Janella Littleton

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Objective

The position as a Travel Counselor

Professional Accomplishments

Sales:

- Negotiated wholesale or group travel fares to attract more business
- Specialized in discount travel packages for companies, civic groups, clubs, and other organizations

Advertising:

- Designed new advertising strategy to target young professionals
- Utilized demographic information and recent travel statistics to formulate more effective advertising copy and select more effective ad placements

Budgeting:

- Planned budgets various programs
- Negotiated with hotels and cruise-lines, resulting in lower contract prices, and a 10% reduction in operational expenses
- Formulated initial budget estimates and quarterly budget projections.

Employment History

Perquimans Travel Agency, Phoenix, AZ

Customer Service Representative, 1997 - Present

- Provided customer sales and service for prepackaged tours and cruises
- Second highest annual sales in an office of twenty-three sales associates

Delta Airlines, Phoenix, AZ

Ticket Agent, 1994 - 1997

- Assisted passengers with travel questions and screened boarding passes at departure gate
- Responsible for announcing flight schedule changes, meal inventory, and ticket count.

Education

West Coast Arts College, San Francisco, CA

Bachelor of Arts in Spanish, 1994

Fluent in Spanish