

# NATALIE CHEN

## Travel Customer Service Representative

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LinkedIn



### Travel Consultant With Expertise in Customer Service and Itinerary Management

Customer service professional with five years of experience in travel coordination, booking systems, and client support.

## PROFESSIONAL EXPERIENCE

### TRAVEL CUSTOMER SERVICE REPRESENTATIVE

XYZ Travel Agency | City, ST | June 2020 - Present

- Assisted clients in booking flights, hotels, and rental cars, reducing booking errors by 25%
- Resolve travel disruptions, securing alternative accommodations for stranded travelers
- Maintained client satisfaction scores above 90% through proactive communication

### AIRLINE CUSTOMER SUPPORT AGENT

ABC Airlines | City, ST | May 2018 - June 2020

- Handled over 100 daily passenger inquiries, addressing rebooking and flight cancellations
- Assisted in frequent flyer program enrollment, increasing membership sign-ups by 15%
- Provided travel advisories and policy updates to passengers

## KEY SKILLS

- ● ● ● ● Booking and reservation management
- ● ● ● ○ Travel itinerary planning
- ● ● ○ ○ Airline and hotel partnerships
- ● ○ ○ ○ Problem resolution and crisis management
- ○ ○ ○ ○ CRM and GDS systems (Sabre, Amadeus)

## EDUCATION

### BACHELOR OF ARTS IN HOSPITALITY & TOURISM MANAGEMENT

Florida International University | May 2018