

---

# John Smith

---

Address Line 1

Address Line 2, Ovens, Co. Cork.

Telephone: 0877 123456. Email: johnsmith123@email.com

## SENIOR OPERATIONAL MANAGEMENT (TRAVEL INDUSTRY)

♦ General Management - Strategic Planning - Quality Assurance ♦

An accomplished Senior Manager with over 18 years travel industry experience. Possessing a track record of career progression within a leading Tour Operator. An active project and multi-disciplinary Team Leader who has delivered significant business system improvements and increased profits. Now looking to make a continued significant contribution and returning to a similar senior appointment within the Travel Industry.

### AREAS OF EXPERTISE

- Strategic Planning
- Human Resource Management
- Sales and Marketing
- Public Relations
- Staff Training / Development
- Team Leadership
- Budgeting / Reducing Costs
- Systems / Admin. Development
- Business Development
- Customer Service
- Change Management
- Maximizing Profits

### PROFESSIONAL EXPERIENCE AND SIGNIFICANT ACHIEVEMENTS

#### FRANCHISEE / PARTNER (EUROPE)

*Jan 05 - Present*

Franchise A.

- Established a successful Golf Club Power Wash franchise business.
- Developed client base in Europe with marketing support from the franchisor.
- Presently selling the business as a going concern.

#### OPERATIONS MANAGER (MUNSTER)

*Jan 90 - Dec 04*

Company A, Cork

Responsible for managing over 26 staff across the Cork Offices, covering reservations, operations, ticketing, all time changes, cancellation and amendment of bookings, daily operational issues such as rooming listing, car hire, transfers, and resort requests, whilst ensuring an efficient and cohesive support operation. Managing and guiding staff through a constantly changing environment.

- A key role in strategic forecasting and planning for future business success.
  - Managed constant operational reviews, driving efficiencies by improving people, processes, procedures and implementing business practices.
  - Actively involved in Human Resources matters, issues including recruitment and training staff.
  - Monitored and reported daily/weekly sales figures and targets to the MD and management team.
  - Addressed aircraft capacity issues when necessary.
  - Maximized sales by consistently promoting a culture of customer service excellence and training staff on an ongoing, hands-on basis.
  - Liaised with Travel Agents whilst addressing any issues, and airport representatives regarding manifests and late bookings etc. Managed accommodation over-bookings, dealt with clients' complaints.
  - Introduced alternative durations (3 & 4 night stays) that maximized load factor, and a competitive advantage over other Tour Operators.
  - Coordinated IT upgrades. Developed internet marketing awareness.
  - Helped define and meet all Key Performance Indicators (KPIs) and Services Level Agreements (SLAs).
  - Consistently exceeded a significant 98% load factor year-on-year.
-

---

## PROFESSIONAL EXPERIENCE AND ACHIEVEMENTS (CONTINUED)

### TRAVEL CONSULTANT

1987 - 90

Company B, Cork.

- A multi-skilled position as part of a team of 12. Working mainly over the phone and using a computer system in a high pressured environment often to strict deadlines.
- Top Seller. Helped create sales and marketing campaigns.
- Deputized for the Senior Travel Consultant when required (Trusted Key Holder).
- Ensured customer satisfaction as efficiently and effectively as possible.
- Analysed customer complaints and developed solutions.
- Achieved demanding sales targets in the sun and ski markets (Telesales).

### EARLY CAREER SUMMARY

Trainee Travel Consultant	Company B	1986-87
---------------------------	-----------	---------

### PROFESSIONAL DEVELOPMENT

ITAA	Travel & Tourism	1985-86
------	------------------	---------

### INTERESTS AND PASTIMES

#### Golf:

Represented The Lee Valley Golf Club in numerous high level competitions.

#### Rugby

Played rugby with Christian Brothers College and was a member of the team which won the Munster senior cup in 1984. I also played rugby for the Munster under 20's team in 1985 and represented Dolphin RFC at senior level for 10 years.

#### Walking.

### ADDITIONAL INFORMATION

<i>General Education:</i>	Christian Brothers College, Cork (1978-84).
<i>Mobility:</i>	Full clean driving license.
<i>Date of Birth:</i>	1965.
<i>Immediate Reference:</i>	Derek C., Director Company A, Ireland.

*References available on request.*