



Joanne G. Devisfruto

Experience

June 2006 – July 2008 • Teletch – United Airlines

Reservation Sales and Service Representative

- Leisure Travel Agent
- North America and International booking and ticketing services
- Provide better travel routes, travel regulations and fares
- Confirm bookings and notify customers of luggage limits, passports, visa and currency requirements
- Providing extra mile services like issuing vouchers or giving miles to frequent flyer members, free hotel accommodation especially for disserved passengers.

GDS – Apollo (Fastres)

July 2008 – 2014 • Sitel Phil. – BCD Travel (Travelocity Business/ TBIZ Travel) Ticketing Agent / Corporate Travel Consultant

- Strong customer focus
- Issue/reissuance/invoicing tickets for travel and hotel accommodation.
- Knowledgeable on exchanges of international and domestic reservations.
- Assisting car rentals, limo, hotel, rail and air reservations.
- GDS – Sabre Red and (X2) owned by Travelocity Business/ BCD Travel

March 2014 – May 2016 • FCM (Flight Centre) Singapore/Manila

Leisure/Corporate Ticketing Consultant

- Expert in airline ticket issuance and reissuance using Galileo (1G) Sabre and Amadeus (1A)
- Knowledgeable in airline promotions and circulars on Seaman, Corporate and leisure fares.
- As back office ticketing agent, I suggest and give best applicable promo fares available to Travel Consultant's booking to enjoy discounts and commissions from various contracted carriers.
- GDS used SABRE RED



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May 2016 – March 2019

Corporate Travel Councilor • Carlson Wagonlit Travel

- Assist Chevron employees/VIP's for their business travel plans in accordance to their travel policies.
 - Provide best routing and lowest logical fare from normal roundtrip to multi city type of travel.
 - Assist employees on their car rentals, limo services (Groundspan in North America), and hotel accommodation.
 - Answering travel queries through email and phone calls in professional manner.
 - Expert in Sabre Red from simple issuance to the most complicated reissuances/exchanges.
- GDS – Sabre Red and Power Turbo/ Moxie Email Tool / Ground Span for Limo booking

March 2019 – 02FEB 2020

CorporateTravel Consultant

• Kanoo Travel/American Express Global Business Travel

- Assist Boston Consulting Group employees/VIP's for their business travel plans in accordance to their travel policies.
- Provide best routing and lowest logical fare from normal roundtrip to multi city type of travel and bulk bookings.
- Book Car rentals, limo services and hotel accommodation.
- Responding to travel queries through email and phone calls in professional manner.
- Proficient in Sabre Red from simple issuance to the most complicated reissuances/exchanges.

Education

Roosevelt College Quirino, Quezon City | 1997 to 2001

- Secondary Level

Central Colleges of the Philippines, Quezon City| 2002 to 2006

- Tertiary Level
- Graduate - Bachelor of Science in Business Administration Major in Banking & Finance

References

Ms. Abegail Pineda– Program Manager / Sitel Philippines -BCD travel

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