

TINOTENDA CHAGWEDERA

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Marina Dubai



Objective

A well groomed professional with the need to provide the best customer service without compromising the customer experience.



Experience

Terra Nova Tours destination management company and tour operator

Sept 2017 - Oct 2019

Sales consultant- Leisure travel

- Designing and coordinating tailor made travel packages
- Maintaining current and new prospects
- Meeting sales targets during high and low seasons of the industry without compromising the service provision
- Liaising with service providers on a daily basis, negotiating rates and establishing strong relationships.
- Carrying out the industry market research and finding best ways to reach clients and provide them the best service
- Networking and sourcing for new clientele through social media, cold calling, outdoor selling and attending conferences.
- Quoting and invoicing customers
- Following up on customers during and after their holiday
- Upselling existing packages by suggesting extra activities to add on and other areas to visit.

Live the journey Travel agency

Feb 2017 - Sept 2017

Intern- Travel consultant

- Checking and booking accomodation for travellers
- Research various destinations in term of travel prices, customs and weather conditions.
- Assisting the receptionist with taking calls during her lunch breaks
- Meeting and greeting visitors
- Assisting the IT department with data research and saving.

National handling services Harare International Airport

August 2015 - August 2016

Junior customer service agent

- Processing passenger tickets and passenger check-ins.
- Assisting passengers with special needs
- Receipting of import and export cargo
- Providing necessary information to travellers with questions
- Baggage handling
- Running the lost and found office



Education

Chinhoyi University of science and technology

2016

Bachelor of science honors degree in travel and Recreation

B+



Skills

- Networking ability
- Problem solving
- Efficiency
- Cordination
- Professionalism



Reference

Debbie Van De Merwe - "Terra Nova Tours destination management company "

Director

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Kim de Westhuizen - "Live the journey travel agency "

Inbound department manager

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