



ELENA VASQUEZ

TRAVEL AGENT

Newer travel agent, 18 months in the seat, focused on family Disney and Mexico beach bookings. Comfortable on the phone, quick on the GDS, and building a small but steady book of repeat families.

CONTACT INFORMATION



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Tempe, AZ 12345

KEY SKILLS

- Sabre GDS (basic)
- Disney Travel Agent portal
- Apple Vacations and tour operator package booking
- All-inclusive resort knowledge (Mexico, Dominican Republic, Jamaica)
- Client intake calls
- Payment plans and final-payment tracking
- Travel insurance basics
- Hotel property management systems

PROFESSIONAL EXPERIENCE

Travel Agent | Sunbelt Vacations, Tempe, AZ | 2023 – Present

- Book Disney World, Disneyland, and Cancun/Riviera Maya packages for about 8-12 new families per month.
- Closed roughly \$312K in booked travel in my first full year, mostly on all-inclusive resorts and Disney add-ons.
- Track price drops for existing clients and re-fare when a promo hits; saved one repeat family \$840 on a spring break rebook.
- Handle first-line phone coverage and respond to overnight emails before the senior team starts their day.

Guest Services Associate | Hotel Verde Azul, Tempe, AZ | 2021 – 2023

- Front desk and reservations for a 180-room property; got comfortable reading rate codes and handling unhappy guests.
- Upsold suite categories on check-in, adding about \$60-90 per stay on average.
- Learned the hotel property management system and got a feel for what actually goes wrong between a booking site and the hotel.

EDUCATION

A.A., Travel and Tourism, Rio Salado College, 2021

Disney College of Knowledge, Graduate 2023

Sandals Specialist, Certified 2024