



MARCUS OJEDOKUN

Travel Agent

Minneapolis, MN 12345 | (612) 555-0101 | marcus.ojedokun@example.com

PROFILE

Senior travel agent with 11 years in leisure and small-group corporate travel. Book runs about \$2.4M annually, split roughly 60/40 between luxury leisure and repeat small-business travel. Known for complex multi-city routing and staying calm when a client is stuck in the wrong airport.

KEY SKILLS

- Sabre and Amadeus GDS (advanced fare construction, booking record management)
- ClientBase and Trams Back Office
- Award-ticket redemption across Star Alliance, SkyTeam, and Oneworld
- Premium-cabin and first-class international ticketing
- Multi-city and open-jaw itinerary routing
- Supplier negotiation (hotels, DMCs, tour operators)
- Escorted group travel planning and tour operations
- Virtuoso preferred-supplier network and Travel Week appointments
- Waiver-and-favor requests and airline supervisor escalation
- Travel insurance advisory (Allianz, Travelex, TravelSafe)
- Client CRM and repeat-book retention strategy
- Crisis management and 24/7 in-trip disruption support

PROFESSIONAL EXPERIENCE

Senior Travel Agent

Northstar Travel Partners, Minneapolis, MN | 2019 - Present

- Manage a book of 210 active households and 14 small-business accounts, generating about \$2.4M in annual booked volume.
- Own all first-class and premium-cabin ticketing for the agency; average international business-class ticket runs \$7,800.
- Serve as the go-to for complex award-ticket redemptions using client miles across Star Alliance and SkyTeam.
- Mentor three mid-level agents on GDS shortcuts, waiver-and-favor requests, and how to escalate to airline supervisors.
- Cut supplier-invoice reconciliation time by about a third after rebuilding our ClientBase-to-QuickBooks export.

Travel Agent

Great Plains Getaways, St. Paul, MN | 2015 - 2019

- Grew from junior desk to lead European leisure agent over four years.
- Ran roughly 40 escorted-group departures to Italy, Ireland, and Portugal, averaging 18 travelers per group.
- Recovered a full 22-passenger group after a supplier bankruptcy in 2018, rebooked with a competing operator inside 72 hours.
- Handled Virtuoso onboarding for the agency, including the annual Travel Week appointment schedule.

Reservations Agent

Delta Air Lines Reservations Center, Minot, ND | 2013 - 2015

- Handled inbound sales and rebooking calls, averaging 62 calls per shift.
- Learned Deltamatic and picked up habits on fare construction that still help with complex itineraries.

EDUCATION

Bachelor of Arts, Hospitality and Tourism Management, University of North Dakota, 2013

,

Virtuoso on-property training program, 2017

,

The Travel Institute advanced coursework, 2020

,

Accredited travel agent ID, active since 2016

,