Fenella Castellanos-Ward

Leisure Travel Advisor, Cruise and Europe Specialist

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SUMMARY

Leisure travel advisor with 6 years booking cruises, escorted tours and European packages for individual travelers and family groups. Built a book of 310 active clients, with 64% of last year's bookings coming from repeat or referred travelers. Experienced in Sabre, cruise line booking portals and after-hours disruption support.

EXPERIENCE

Senior Leisure Travel Advisor — Coralline Cruise & Tour Partners

Tampa, FL · Mar 2022 – Present

- Book about 420 trips a year, mainly river and ocean cruises with pre- and post-cruise hotel stays, generating $1.9M in gross annual sales.
- Grew repeat and referral bookings to 64% of personal sales by keeping detailed client profiles and sending a follow-up call within 7 days of every return.
- Planned 9 family and reunion group sailings of 12 to 34 cabins, coordinating deposits, dining requests and shore excursions for up to 96 travelers.
- Rebooked 38 travelers stranded by a hurricane-related port closure within 48 hours, moving them to alternative sailings with no lost deposits.

Travel Consultant — Sunmeadow Travel Center

Clearwater, FL · Jun 2019 – Feb 2022

- Handled 25 to 40 walk-in and phone inquiries a day, converting about 30% into booked vacation packages.
- Built and priced 600+ custom itineraries in Sabre and supplier portals, including multi-city rail trips across 11 European countries.
- Cut ticketing errors on name and date fields to near zero by introducing a 5-point pre-ticketing checklist adopted by the 6-person office.
- Processed refunds and credits for 210 bookings during a wave of airline schedule changes, recovering $148K in client funds.

SKILLS

Booking systems: Sabre, cruise line booking portals, tour operator portals, ClientBase CRM

Products: River and ocean cruises, escorted tours, European rail, all-inclusive resorts, travel insurance

Client service: Itinerary design, group bookings, disruption support, client profiles

Sales: Quoting, upselling, service fees, supplier promotions, referral follow-up

CERTIFICATIONS

Certified Travel Associate (CTA), 2021

River cruise line specialist training, 2023

EDUCATION

A.A. Hospitality Management, Hillsborough Community College, 2018

Fictional example by FindAJobAI: the person, employers and numbers are invented.