

Emirates Airline – Seattle, WA

07/2012 – Present

Connecting to new experiences and cultures in over 150 destinations worldwide, offering World Class Service

Senior Sales Executive

12/2017 – Present

- Responsible for PNW region (160 accounts/incl. WA, ID, AK) management across full sales cycle (identification, acquisition, implementation, development, and retention) for a portfolio of Corporate and Travel Management Company (TMC) accounts with strong focus on Corporate account acquisition – promoted within to utilize recognized strengths and abilities to exceed set company goals and cultivate long term profitable growth
- Accountable for actively seeking sales opportunities within supplementary Emirates commercial programs including leveraging TMC relationships to secure opportunities from consulting/advisory arms, seeking MICE sales opportunities; work in conjunction with members of Global Sales; utilize Salesforce CRM to communicate account/prospect activity, competitive intelligence, and support to commercial campaigns; develop and maintain corporate business to achieve and exceed revenue targets – successfully turned 10-12% sales leads to active accounts, secured 4 new SME accounts secured 2018, AK accounts realized 20% growth, Seattle amongst best performing in US
- Implement and monitor sales strategies to ensure travel trade and general travelling public awareness of presence, variety, competitive pricing and quality of products; collaborate with Marketing and Corporate Communications team distributing promotional collateral
- Based on knowledge gained managing accounts, provide District and Regional Sales Manager with recommendations on account development approaches across industry sectors, commercial strategy development, introduction of new product and service offerings, business opportunities and risks; gather, analyze, and report competitor intelligence on activities and market trends to District and Regional Sales Manager in turn enabling modification and/or strategy refinement to maintain leading market position
- Plan, organize and conduct training courses, product seminars, and workshops for travel consultants of contracted accounts and trade partners; act as ambassador at internal and external events and functions; present company in professional manner, be available for events during personal time (weekends, after hours, ...)

Senior Corporate Sales Assistant

06/2017 – 12/2017

- Responsible for assisting with (800+) national account management across full sales cycle (identification, acquisition, implementation, development, and retention) for SME portfolio – promoted within to utilize recognized ability to meet objectives and exceed set company goals
- Acted as Business Rewards program local brand ambassador; proactively communicated with total customer base monthly/top 5% bi-weekly providing updates and assistance with issues (tracking points, IT errors, recovery during flights...)
- Actively identified approx.100 sales leads monthly assigning to Senior Sales Executive's based on region; identified inactive accounts (Salesforce) and coordinated campaigns to revive
- Tracked and monitored high revenue performing accounts; compiled performance reports, tracked growth/decline trends

Senior Sales Support Agent

1/2015 – 06/2017

- Responsible for Corporate client base (WA, OR, MO, WY, ID, AK) including (4) global accounts and (100+) travel agencies providing maximum support for administrative, sales, and marketing activities while retaining branding focus – repeatedly promoted within to utilize demonstrated skills
- Provided support for sales, travel agent help-desk, contracts, rates inquiries, general information ensuring optimal exposure and awareness of company to achieve maximum ROI
- Consistently sourced leads (utilizing Salesforce, internal contacts, networking events, LinkedIn, local news sources) towards goal of increasing client base - proficient at utilizing technology to track and manage small to large scale/complex projects
- Compiled and reviewed weekly data analysis (utilizing internal custom pricing software) on fares for key (4) competitors in (7) top Seattle markets to determine strengths and weaknesses
- Coordinated, organized, and hosted trade shows, FAM trips, travel/vendor fairs, sponsored sporting and client appreciation events; planned 8-10 annual corporate and agency events (including Boeing Classic); coordinated securing event vendors, producing invitations, programs, giveaways and promotional collateral in turn ensuring efficiently planned, effectively executed functions

Customer Sales & Service Agent 03/2014 – 11/2015

- Responsible for assisting passengers (daily average 15/25 at peak times) visiting sales office with travel plans, ensuring a high level of customer satisfaction and delivering a high quality product
- Managed Northwest region group bookings (10-15 per month) coordinating flight options, passenger details, pricing negotiations, and finalizing contract/payment with group leader; provided support pre and post travel - preparations and attention to detail assured successful execution of travel plans
- Provided vacation/event backup coverage for Sales Support Agent

Ticket Desk Agent 07/2012 – 03/2014

- Responsible for managing charges for ticket changes, upgrades and excess baggage (8-hour shifts/Seattle - averaging 10-20 transactions per day/30 during peak)
- Updated and maintained SEA station Standard Operating Procedure (SOP) Manuals, training schedules; assisted in conducting emergency Airport, Sales and Cargo Team response drills and training sessions (2-3 times annually/20-30 staff)

Horizon Air/Alaska Air Group – Seattle, WA 09/2003 – 07/2012

Fifth-largest US airline measured by fleet size, scheduled passengers carried, and number of destinations served

Customer Services Agent 05/2004 – 07/2012

- Responsible for working directly with passengers, coordinating and processing ticket changes, check-ins, and flight re-bookings (averaging 200-300 transactions daily/400 at peak during 6-10 hour shifts) recognized for ability to quickly establish customer rapport
- Performed boarding and gate duties for domestic and international flights including assisting with special need check-ins: children traveling alone, passengers with physical disabilities
- Cross trained for Irregular Operations (IROPS) contingency planning and dispatch duties

Operations Support Team Lead 09/2003 – 05/2004

- Responsible for supervising and providing support for 60+ Reservations Agents; troubleshooting for booking issues, addressing irate/escalated calls - proven ability to utilize expertise and leadership to accomplish objectives
- Designated point of contact for troubleshooting high-volume/complex routings/fares, passport/visa inquiries, quarantine issues, medical bookings, codeshare inquiries; addressed irate callers seeking supervisor resolution inquiries; escalated customer issues/concerns to Customer Affairs Department for resolve - recognized ability to quickly establish rapport and facilitate resolve
- Assisted Call Center Supervisor in conducting Reservations Sales Agent (60+) employee reviews

Education

- Bachelor of Arts (BA) Communications – University of Washington / Seattle, WA / 2008
- Associate of Arts (AA) - Highline Community College / Des Moines, WA / 2005

Transferable Skills/Training

- PC proficiency including but not limited to Salesforce, MS Office (Word, Excel, PowerPoint), Sharepoint, CBI MicroStrategy, PRISM (data reporting), Target.com (data reporting), MARS (GDS) and MACS (GDS); familiar with Amadeus, Sabre (GDS); aptitude for learning new programs quickly
- Emirates Aviation College training (1-2 week) - Sales Support, Advanced Ticketing, Skywards, Airport Operations (check-in systems, irregular operations, airport lounge initiation, skywards desk duties)
- Exceptional ability to identify and cultivate leads, close sales; demonstrable networking and relationship management skills
- Highly organized and detail-oriented with demonstrated ability to successfully multi-task in a high-volume/high-stress environment on a daily basis; adaptive to and embrace constant change
- Progressive analytical, complex, and creative problem solving solutions applied to develop, manage, maintain workflow and operational procedures/systems
- Strong negotiation, influence, advocacy, consultation, and facilitation skills

Languages

- Native – English
- Second – Hindi (fluent)

Professional Associations

- Active GBTA member, Seattle chapter