

# EMILY CHEN

- ✉ emily.chen@email.com
- ☎ 555-555-5555
- 📍 Miami, FL
- 🌐 emilychen.com
- 👤 linkedin.com/in/emilychen
- 📁 emilychenportfolio.com

## SKILLS

- Salesforce
- Excel
- Customer Service
- Leadership
- Communication

## LANGUAGES

English • Native  
Spanish • Fluent

## CERTIFICATES

### Certified Travel Associate (CTA)

American Society of  
Travel Agents  
2015

Completed the Certified Travel Associate (CTA) program, demonstrating expertise in travel industry knowledge and sales skills

### Cruise Sales Certification

Cruise Lines International  
Association  
2012

Earned the Cruise Sales Certification, showcasing knowledge of cruise products and sales techniques

## AWARDS

### Sales Excellence Award

Cruise Lines International  
Association  
2020

## SUMMARY

Results-driven Cruise Sales Manager with 8+ years of experience in the travel industry, proven track record of exceeding sales targets and leading high-performing teams. Skilled in sales, customer service, and leadership, with a strong passion for the cruise industry.

## EXPERIENCE

### Sales Manager

Royal Caribbean International • Miami, FL • 2018 - Present

Lead a team of sales agents to achieve sales targets and expand market share

- Developed and executed strategic sales plans to increase revenue by 25% within 6 months
- Managed a team of 10 sales agents, providing coaching and training to improve sales performance
- Built and maintained relationships with key clients, resulting in a 30% increase in repeat business
- Collaborated with marketing team to create targeted promotions and campaigns, resulting in a 20% increase in sales leads

### Senior Travel Agent

Expedia CruiseShipCenters • Fort Lauderdale, FL • 2015 - 2018

Sold cruise vacations to clients, consistently exceeding sales targets and providing exceptional customer service

- Generated an average of \$250,000 in monthly sales, exceeding targets by 15%
- Developed and maintained a client base of over 500 repeat customers, resulting in a 40% increase in referrals
- Created customized cruise itineraries for clients, resulting in a 95% client satisfaction rate
- Collaborated with suppliers to negotiate exclusive deals and promotions, resulting in a 10% increase in sales

## EDUCATION

### Bachelor's Degree

University of Florida • Gainesville, FL • 2010 - 2014  
Hospitality Management • 3.5

## PROJECTS

### Cruise Sales Optimization Project

Project Leader • 2020

Led a team to analyze and optimize cruise sales processes, resulting in a 12% increase in sales efficiency

Salesforce • Excel • Tableau

### Travel Agent Training Program

Received the Sales Excellence Award for consistently exceeding sales targets and demonstrating exceptional customer service skills

**Travel Agent of the Year**  
**American Society of Travel Agents**  
2018

Recognized as Travel Agent of the Year for outstanding contributions to the travel industry and exceptional sales performance

**STRENGTHS**

**Sales Leadership**

Proven ability to lead high-performing sales teams and drive revenue growth

**Customer Service**

Exceptional customer service skills, with a focus on building strong relationships and delivering personalized solutions

**REFERENCES**

**Jane Doe,** Director of Sales  
Supervisor     jane.doe@rccl.com

**John Smith,** Owner  
Former Supervisor  
john.smith@expedia.com

**HOBBIES**

Traveling  
Reading

Program Developer   •   2019

Developed and implemented a training program for new travel agents, resulting in a 25% reduction in onboarding time

Articulate Storyline   •   Adobe Captivate