

# Gloria Wellman

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## Objective

Position as a Travel Agent

## Professional Accomplishment

### SALES

- Negotiated wholesale or group travel fares to attract more business.
- Specialized in discount travel packages for companies, civic groups, clubs, and other organizations.

### ADVERTISING

- Designed new advertising strategy to target young professionals.
- Utilized demographic information and recent travel statistics to formulate more effective advertising copy and select more effective ad placements.

### BUDGETING

- Planned budgets various programs.
- Negotiated with hotels and cruise-lines, resulting in lower contract prices, and a 10% reduction in operational expenses.
- Formulated initial budget estimates and quarterly budget projections.

## Employment History

### *Customer Service Representative*

1997 – Present      Hinton Travel Agency      Phoenix, AZ

- Provided customer sales and service for prepackaged tours and cruises.
- Second highest annual sales in an office of twenty sales associates.

### *Ticket Agent*

1994 - 1997      United Airlines      Phoenix, AZ

- Assisted passengers with travel questions and screened boarding passes at departure gate.
- Responsible for announcing flight schedule changes, meal inventory, and ticket count.

## Education

Language Arts College, San Francisco, CA  
**B.A., Spanish Literature, 1994**  
Fluent in Spanish and Italian