

Yosamery Perez

East Hartford, CT 06108

781-346-4680

yosameryperez@gmail.com

Summary

Travel, hospitality, and operations professional with 5+ years of experience spanning travel planning, airline airport operations, hotel administration, reservations, and customer service. Experienced with multiple travel booking and hospitality systems, including Sabre, Travelport, FOSSE, Hotelbeds, and TST. Skilled in coordinating travel arrangements, researching destinations and travel products, managing reservations, maintaining accurate booking information, resolving service issues, and supporting efficient daily operations. Strong organizational, communication, problem-solving, and multitasking abilities, with a focus on operational accuracy and customer satisfaction. Seeking opportunities in travel operations, corporate travel, flight coordination, travel product operations, and hospitality management.

Skills

- Travel Booking and Reservation Systems
- Sabre and Travelport
- FOSSE, Hotelbeds, and TST
- Travel Research and Itinerary Development
- Flight and Hotel Reservation Coordination
- Travel Product and Accommodation Research
- Booking Updates and Information Accuracy
- Corporate Travel Support
- Hotel Front-Desk Operations
- Customer and Client Relationship Management
- Travel Documentation and Data Management
- Payment Processing and Transaction Records
- Operational and Administrative Coordination
- Issue Resolution and Customer Service
- Written Communications and Report Preparation
- Microsoft Office and Google Workspace

Experience

March 2024 - Current

AAA Travel - *Travel Agent*

- Research and recommend travel products, including tours, cruises, resorts, excursions, and activities, based on client preferences, budgets, and travel objectives.
- Use travel booking and reservation systems, including Sabre and Travelport, to support travel research, booking coordination, and itinerary management.
- Develop customized travel itineraries by coordinating accommodations, transportation, activities, and other trip arrangements.
- Manage appointments, reservations, booking updates, and itinerary changes while maintaining accurate travel information.
- Prepare client communications, itinerary details, and travel documentation to ensure clear communication of travel arrangements.
- Address booking concerns, assist with reservation changes, and coordinate travel details to support customer satisfaction.
- Process client payments through secure platforms and maintain accurate transaction records.
- Follow up with clients after their trips to collect feedback, strengthen customer relationships, and encourage repeat business.

June 2021 - January 2024

Extended Stay America – *Front Desk*

- Managed guest check-in and check-out procedures, verified reservation details, and communicated hotel policies and services.
- Responded to telephone, email, and in-person inquiries about room availability, rates, reservations, and booking updates.
- Used hotel reservation and front-desk systems to access and maintain guest and booking information.
- Processed guest payments, prepared receipts, balanced cash registers, and maintained accurate financial records.
- Prepared daily shift-closing reports to support accurate accounting and smooth operational handoffs.
- Coordinated with housekeeping and maintenance teams to address guest requests and resolve service issues.
- Communicated reservation changes and service information to guests and relevant team members.
- Provided recommendations for hotel amenities, restaurants, local attractions, and entertainment options.

September 2022 - January 2023

JetBlue – *Airport Operations*

- Assisted passengers with ticketing questions, flight information, and itinerary-related inquiries.
- Used computerized systems to access and review customer and travel information.
- Assisted with ticketing concerns and itinerary changes by providing passenger support and relevant information.
- Responded to passenger questions about flight schedules, airport procedures, and travel arrangements.
- Supported airport operations and boarding-area service needs as required.

April 2022 - September 2023

AC Hotel – Front Desk

- Welcomed guests, supported room assignments, and communicated hotel amenities, services, and property information.
- Used front-desk and reservation processes to support guest arrivals, accommodations, and service requests.
- Processed payments for room charges, food and beverage, and additional guest services.
- Verified payment methods and customer credit information in accordance with applicable procedures.
- Updated financial records using manual and computerized systems to support accurate transaction documentation.
- Responded to guest inquiries and recommended local attractions and entertainment options.
- Maintained organized lobby and common areas to support a welcoming guest experience.

Education

Lynn Vocational Technical Institute – Lynn, MA | High School Diploma 05/2019