

FAITH WANZA BABU

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CAREER PROFILE SUMMARY

A dynamic Tours & Travel Manager professional focused on defining and analyzing customer requests to resolve issues accurately and in a prompt manner to win customer loyalty. This is made possible by my ability to thoroughly understand provided services which results in a better response to inquiries. I am also a highly proficient and experienced Tours and Travel with experience in the understanding of the travel industry, fares, and markets. I possess expertise in sales, relationship management, travel consulting and reservations, ticketing, tourism management as well as front office management. I excel in ensuring accuracy and accountability when undertaking my roles. Being ready to use a network of resources to find clients the best and most affordable destinations and packages, my focus is to secure a position where I can not only hone my skills in customer service but also in Tours and Travel Management where I endeavor to utilize my acquired experience to ensure operations run smoothly according to the organization's policies and standards.

EDUCATION BACKGROUND

- **Diploma in IATA Travel & Tourism Consultant**, Nairobi Aviation College; March 2011 to December 2012.
- **Diploma in Tours and Travel** – Wote Training Institute – Kenya; October 1997 to July 1998
- **Diploma in Front Office Operations & Administration** – Air Travel and Tours Training College; July 1999
- **Kenya Certificate of Secondary Education- Institution**; 1991 to 1994.

PROFESSIONAL COURSES

- **Certificate in Easy Mars Advanced Program for Sales and Service**- Emirates Aviation College – Dubai – UAE- May 2015.
- **Certificate in Emirates Station Launch; Commercial** – Emirates Aviation College; Dubai UAE – June 2014.
- **Certificate in Marketing**- Kenya Institute of Management – Nairobi; July to December 2008.
- **Certificate in Business Management** – Kenya Institute of Management; March to June 2008
- **Certificate in Basic Reservations and Ticketing on Galileo Reservations System**; September 2001

KEY SKILLS AND COMPETENCIES ACQUIRED

- **Customer Service:** Experienced in actively engaging with customers by gaining a strong knowledge and understanding of customers' needs and ensuring their satisfaction is guaranteed.
- **Relationship Management:** Experienced in engaging with clients, prospecting for clients, and keeping in touch with existing clientele to ensure customer satisfaction.
- **Front Office Management:** Effective in coordinating all internal & outgoing calls, directing clients to the appropriate office, distributing correspondence to the relevant parties by email, and filing documents.
- **Ticketing:** Acquired broadband experience in issuing tickets, invoicing, and cash collection.
- **Travel Consulting and Reservations:** Skilled in researching various destinations and means of travel regarding prices, and suggesting suitable travel packages or services to promote and book travel arrangements for clients.
- **Tourism Management:** Acquired experience managing different roles in travel agencies for example Tours Operations Techniques, Tour Planning Scheduling, and Costing, Tour and Agency Operations.
- **Phone Etiquette:** Well-versed in handling calls using the standard telephone etiquette procedure to understand the caller's request and fulfilling it.
- **Communication Skills:** Excellent communication skills with the ability to relate with all the staff working in the department and taking time to listen to staff inquiries and complaints, identifying their needs, and working through any issues that might be concerning them.
- **ICT Competence:** Good command of Microsoft Office tools, the internet, and emails.

WORK HISTORY

Travel Manager

Moon Light Travel & Tours – Juba; September 2018 – To Date

Duties and Responsibilities

- Handling flight booking and ticketing as well as training and supervising of travel department team.
- Overseeing customer service management and in charge of hotel reservations worldwide.
- Assisting with visa applications where possible and acting as the quality control manager.
- Maintaining positive relationships with vendors of direct travel, such as car rentals, hotels, and airlines.
- Negotiating preferred rates with vendors of direct travel.
- Planning travel accommodations, booking flights, hotels, car rentals, and coordinating activities.
- Managing and processing all travel-related documentation, including payments, itineraries, visas, medical, and legal forms.
- Assisting with any travel-related issues that may arise as well as researching travel deals and evaluating prices and services.
- Arranging travel accommodations for business visitors as well as creating, optimizing, and monitoring corporate travel policies.
- Preparing travel budget reports, analyzing and preparing reports on travel spend.

Travel Consultant

Charleston Travel Ltd - Nairobi; May to October 2017

Duties and Responsibilities

- Managed Flight reservations (Galileo GDS & Amadeus) according to the standard operating procedures.
- Handled incoming and outgoing correspondence with clients and tourism agents.
- Provided travel advisory services and visa processing upon client request.
- Confirmed bookings and notified clients of luggage limits, insurance, a medical, passport, and currency requirements.
- Received client's queries via the web, direct, or from other tour operators.
- Provided the customers with brochures and publications containing travel information, such as consular requirements and special events.
- Received client queries via the web, direct, or from other tour operators.
- Processed visa applications for business travelers and hotel bookings.
- Followed up on potential clients/inquiries.
- Prepared invoices & managed correspondence.
- Banked, photocopied, and filled tickets and receipts.
- Collected the payment from the customers for the bookings made by the company.
- Assisted the customer in computing the cost of travel and accommodation and advised the customers about the various hotel costs, package tours, etc.

GSA Reservation and Ticketing Supervisor

UNAR Services – G.S.A Emirates – Juba; May 2014 to March 2017

Duties and Responsibilities

- Handled seat reservations and carried out pre-flight and post-flight checks.
- Managed E-ticketing issuance and performed all other roles brought to my attention.
- Handled flight booking and ticketing, training, supervising, making reservations, and ticketing Staff.
- Liaised with travel agents on Emirates Products and provided customer service to our clients.
- Reported office activities to the managing director and CEO.

Travel Manager

Charleston Travel – Juba; April 2012 to 2014

Duties and Responsibilities

- Maintained positive relationships with vendors of direct travel, such as car rentals, hotels, and airlines.

- Negotiated preferred rates with vendors of direct travel.
- Planned travel accommodations, booked flights, hotels, car rentals, and coordinating activities.
- Managed and processed all travel-related documentation, including payments, itineraries, visas, medical, and legal forms.
- Assisted with any travel-related issues that may arise.
- Researched travel deals and evaluated prices and services.
- Arranged travel accommodations for business visitors.
- Created, optimized, and monitored corporate travel policies.
- Handled flight booking & ticketing functions within the company.
- Handled Hotel reservations, and trained junior travel consultants.

Senior Travel Consultant

Tripple Tours & Travel – Nairobi; July 2008 to March 2012

Duties and Responsibilities

- Researched, explored, and studied different travel destination options.
- Researched destination and travel prices, customs, weather conditions, reviews, etc.
- Researched and studied clients' specifications and wishes.
- Suggested suitable travel options that best suit clients' needs.
- Planned and organized travel and booked tickets, reserved accommodation, and organized rental transportation.
- Informed clients and provided useful travel material such as guides, maps, and event programs.
- Collected deposits and balances, and offered and promoted different services and offerings.
- Kept learning about the latest industry trends & attended webinars, conferences, and other educational programs.
- Built and maintained relationships with clients and track KPIs and prepare KPI reports.

OTHER PAST ENGAGEMENTS

- Travel Consultant; North & South Travel Ltd – Nairobi; October 2002 to June 2008

PROFESSIONAL TRAINING

- **Training in Easy Mars Advanced Program for Sales and Service-** Emirates Aviation College – Dubai – UAE- May 2015.
- **Training in Emirates Station Launch; Commercial** – Emirates Aviation College; Dubai UAE – June 2014.

REFEREES

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