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| June Amelda  titus | UCT, Environmental Policy Research Unit, School of Economics, Middle Campus, Rondebosch, Cape Town  Office: +27 21 650 4470  june.titus@uct.ac.za  Nationality: South African  Health: Excellent |

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|  | **professional summary** |

*Eager to contribute to team success through hard work, attention to detail and excellent organizational skills. Recognised consistently for performance excellence and contribution to the success of the team. Motivated to learn, grow and excel*

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|  | Education |

## National Diploma: Tourism Management | Cape Peninsula University of Technology (CPUT- Cape Town Campus)

### 2001 – 2003

Subjects passed

* Tourist Guiding 1
* Travel and Tourism Management 1, 2 & 3
* Tourism Development 1, 2 & 3
* Travel and Tourism Practice 1, 2 & 3
* Marketing for Tourism 1 & 2
* Communications
* End-user Computing
* Events Management 1 & 2
* Galileo

## ICDL International Computing Driving License| Cape Peninsula University of Technology (CPUT- Cape Town Campus)

### 2001 – 2001

Basic Concept of IT, Managing Files, Windows, Word Processing, Spreadsheets, Presentations, Information Network Services

## Workplace Skills Course|New World Foundation

### 1999

Self Concept Development, Written Business Communication, Communication skills, Conflict Management, Introduction to the Business World, Time Management, Switchboard Duties, Job Shadow, Book keeping, News writing Skills, Computer Course (Microsoft Word 97)

## National Senior Certificate| Steenberg High School

### MATRICULATED – 1998

Afrikaans First Language (HG) C

English Second Language (HG) C

Biology (HG) C

History (HG) C

Mathematics (SG) D

Geography (SG) C

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|  | Employment history |

## Administrative Assistant | UCT-EPRU

### MAY 2022 – current

* Travel Administrative support and Event co-ordination for EfD hub
* Booking and managing of all travel arrangements for EfD team for events as required within the framework provided
* Keep track of EfD travel budget and reports on expenditure
* Assisting with annual audits of the travel budget
* Maintaining an efficient filing and record keeping system
* Communicating with travel service providers and the relevant parties at the EfD

## Travel Expert | Flight Centre

### Nov 2021 – May 2022

* Co-ordinating both international and domestic travel arrangements by arranging flights, hotel, and car rental reservations, leisure holiday packages, travel insurance, etc
* Responded to clients questions, issues and complaints and found appropriate solutions when needed
* Provide exemplary customer service to new and existing clients, via telephone, email, whatsapp, online enquiry portal, and emails.
* Inform travellers of Covid regulations required for their journey to ensure smooth travel arrangements.
* Achieve weekly and monthly sales and revenue targets
* Perform daily banking and statements duties and pay suppliers
* Build and manager client base via different enquiry channels and data-mining to drive repeat and referral business

## Egencia Travel Consultant | Webhelp

### JAN 2021- OcT 2021

* Co-ordinating both international and domestic UK travel bookings for corporate clients arranging airfare, hotel, travel insurance and car rental reservations
* Responded to clients questions, issues and complaints and found appropriate solutions when needed
* Provided exemplary customer service to new and existing clients, via telephone and email
* Achieve weekly and monthly KPIs

## Key Accounts Expert | STA Travel

### APR 2010 – seP 2020

* Co-ordinating both international and domestic travel bookings for UCT academics and corporate clients by arranging airfare, hotel, travel insurance and car rental reservations
* Responded to clients questions, issues and complaints and found appropriate solutions when needed
* Provided exemplary customer service to new and existing clients, which helped build lasting relationships and secure new corporate accounts
* Informed clients of travel policies and utilized preferred vendors to maximize company profits
* Achieve weekly and monthly sales and revenue targets
* Assist with in-store training on adhoc basis

### DEC 2007 – MAr 2010

## IBE Product Analyst | Teleperformance

* Interpretation and analysis of airline fares, rules and conditions
* Loading and quality checking of processed airline contracts
* Ensure that deadlines and delivery dates are met
* Status reporting in absence of supervisor

### May 2007 – Nov 2007

## Customer Relations Officer| Justin-time Online

* Researching, identifying and signing up new clients
* Liaising best rates with suppliers
* Site inspections at B&B, Guesthouses and hotels
* Book packages by arranging ancillary services like flights and car hire to the customers’ existing accommodation booking
* Guiding customers on utilisation of our online booking system
* Filing and administrative duties

### APR 2005 – FEB 2007

## Ticketing Agent | Teleperformance

* Processing of Air tickets (IT/BT/NR/IATA) and Airpasses
* Issuance of airline tickets and Reissuance of existing tickets
* Analysing and understanding airline fare rules
* Quality Control of processed bookings before ticket issuance
* Provided training on Galileo reservations systems

### OCT 2002 – MAr 2003

## Customer Service Agent | South African Airways

* Verifying identification and travel documents to efficiently board passengers for on-time departures
* Assisting unaccompanied minors and special needs passengers
* Meeting incoming flights
* Operate PA system to make announcements regarding flight activity

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|  | Skills |

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| * Effective Communication * Computer skills * Fast Learner * Adaptability * Work under pressure | * Team Player * Ability to work independently * Sales * Time Management |

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|  | oTHER INFORMATION |

**Accomplishments**: STA Travel Top Consultant in the Company- 2011, 2012

STA Travel Most Improved Consultant- 2011

STA Travel Top Consultant B2B- 2019

STA Travel 2nd Place B2B- 2013, 2014, 2015, 2016, 2017, 2018

Top Travel Agent in SA for Busabout Sales- 2016

Top Student in Geography- 1998 (Matric)

**Assessors Course:** Successfully completed Assessors Training Cours-Nov 2020,

College of Cape Town

Unit Standard:115753: Conduct Outcomes based assessment

Unit Standard: 10622: Conduct Communication within the business place

**Interest**: Beading, Hiking, Scrapbooking and reading good literature

**Drivers License**: Code B (Light Motor Vehicle)