Suzanne West

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Objective: My objective is to work for a company that values my skills and experience as much as I value its opportunities for professional growth and advancement.

Employment and Experience History:

[2019 to present]

Membership Sales Specialist

Suite Vacations

Responsible for onboarding new properties, acting as liaison between properties and travelers looking to book, customer service and travel agency operations.

[2019 to present]

Yacht Charter Expert at Curated.com

Responsible for chartering of yachts from initial contact to follow up after sailing is completed. Liaison between client and captain/crew to assure the most enjoyable experience for customer and the most revenue for the captain.

[2003 to present]

Home based Virtual Office Owner/Travel and Tourism Sales Consultant

Worked independently for various types of businesses setting appointments, writing ad copy, cold calling for lead generation, performing customer service, marketing and other office duties from my personal home office which is equipped with 3 computers, fax/scanner/copier/printer and all supplies essential to running a home business.

 [2001-2003] Home Savings Mortgage Largo, Florida

Lead Generation Supervisor Handled all aspects of lead generation for a statewide mortgage broker with a unique product. Supervised approximately 20 outbound phone stations on two shifts. Responsible for verifying validity of all leads produced, as well as keeping accurate records of sales that resulted from leads.

[1998- 2001] Travel Beyond St. Petersburg, Florida

Travel Agent/ Cruise Sales Specialist

Responsible for all aspects of selling, booking and follow up on travel reservations including air, hotel, car rental and cruises. Handled group cruise sales including booking cabins, meeting space and special events on board ship. Escorted several large groups. Emphasis on customer service and Incentive Travel.

[1996-1998] Vacation Break USA Clearwater, Florida

Inbound Vacation Sales Manager

Handled all aspects of the sale of a discount vacation package to inbound sales prospects. Supervised approximately 40 reservationists and 2 assistant managers. Responsible for maintaining the integrity of the promotion and the validity of the sale as well as handling any customer service concerns.

[1990 -1996] Various Radio Stations in St George, Utah

Handled all aspects of sales of Radio advertising to local businesses. Arranged all aspects of Promotions for local businesses to include selection of venue, entertainment, food and beverage, advertising and day of hands on management and coordination with Disc Jockeys. Also produced, wrote copy for and performed voice overs for broadcast ads.

Summary of qualifications: I have engaged and serviced clients with tangible and intangible products, including radio advertising, print advertising, Destination Weddings, vacation travel, yacht, jet and helicopter charters and home mortgage refinancing. I have received numerous awards for achieving sales goals, management style and customer service excellence. I currently have a virtual/home office.