JULIAN MERCER

TRAVEL AGENT

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PROFESSIONAL SUMMARY

Travel agent with 8+ years planning leisure, honeymoon, and group travel, specializing in cruises and Caribbean and European itineraries. Manages about 220 active clients, books air, hotel, and tours, and resolves disruptions fast. Holds CTA and CLIA cruise credentials.

PROFESSIONAL EXPERIENCE

Travel Advisor Jan 2023 - Present
AAA Travel, Orlando, FL

- Plan and book about 180 trips a year for a client base of 220 families, couples, and groups, with $1.6M in annual bookings.
- Raised repeat business to 58% of annual bookings by sending destination follow-ups and pre-departure checklists to every client.
- Sell cruise and tour packages through preferred partners, earning supplier incentives and above-quota commission in two quarters.
- Rebooked 40 travelers within 24 hours during airline schedule changes and weather disruptions, preserving trip dates and refunds where possible.
- Advise clients on passports, visas, and travel insurance and document every coverage choice in the booking file.
- Led group bookings for four weddings and family reunions of 20 to 45 travelers with deposit and payment schedules.
- Built custom honeymoon itineraries that averaged $8,500 a booking and gathered post-trip feedback to guide future recommendations.

Reservation Sales Agent Jun 2020 - Dec 2022
Royal Caribbean Group, Miami, FL

- Handled 55 inbound sales calls a day and converted about 24% of qualified inquiries into cruise bookings.
- Sold stateroom upgrades and shore excursions, adding an average of $210 to each booking.
- Handled payment plans, cancellations, and changes in the reservation system with a 98% accuracy audit score.
- Coached two new agents on itinerary knowledge and sales conversations.

Reservations Agent Aug 2018 - May 2020
American Airlines, Miami, FL

- Resolved ticket changes, refunds, and rebookings for 70 travelers a day, keeping handling time in line with the team goal.
- Escalated complex rebookings to partner airlines and airport desks and kept customers informed until resolved.
- Maintained customer satisfaction ratings above 90% across the last four quarters.

CORE SKILLS

Itinerary planning | Cruise and tour sales | Air and hotel booking (Sabre, Amadeus) | Group travel coordination | Travel insurance advice | Passport and visa guidance | Supplier relationships | Disruption management | Client relationship management | Commission and payment tracking | Destination knowledge | CRM and booking systems

EDUCATION

Associate of Science in Hospitality and Tourism Management, Valencia College, Orlando, FL

CERTIFICATIONS

Certified Travel Associate (CTA), The Travel Institute | Cruise Line International Association (CLIA) Certified Cruise Counsellor