JULIAN MERCER

TRAVEL CONSULTANT

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PROFESSIONAL SUMMARY

Travel Consultant with 14+ years designing itineraries and booking air, hotel, and group travel for leisure and corporate clients. Knows the global distribution systems well, solves disruptions fast, and builds repeat business through reliable service.

PROFESSIONAL EXPERIENCE

Senior Travel Consultant Feb 2021 - Present
American Express Global Business Travel, Dallas, TX

- Manage travel for a portfolio of 60 corporate accounts, booking about 1,100 trips a year across air, hotel, and rail.
- Rebooked more than 200 travelers during weather and strike disruptions, keeping nearly all of them on their original meeting dates.
- Saved clients about 9% on annual air spend by applying negotiated fares, advance purchase rules, and policy reminders.
- Mentor five junior agents on fare rules and ticket exchanges, and quality scores for the team rose by 6 points.

Travel Consultant Jun 2017 - Jan 2021
Expedia Group, Chicago, IL

- Planned multi-city itineraries for leisure travelers, handling about 35 bookings a week through Sabre and Amadeus.
- Held a customer satisfaction score of 4.8 out of 5 and earned a service excellence award in 2019.
- Resolved refund and rebooking cases with airline partners and recovered credits worth about $60K for customers.
- Created destination guides for five popular regions that agents used to upsell tours and insurance, lifting add-on sales by 14%.

Reservations Agent Mar 2014 - May 2017
Carnival Cruise Line, Miami, FL

- Booked cruise vacations and shore excursions for families and groups, closing about 40% of inbound calls into sales.
- Explained cabin categories, itineraries, and documentation needs clearly, cutting follow-up calls by about a fifth.
- Handled group blocks of 20 to 100 guests with deposits, payment schedules, and rooming lists.

Travel Agent Jul 2012 - Feb 2014
Liberty Travel, Fort Lauderdale, FL

- Advised walk-in clients on flights, hotels, and vacation packages and built quotes within the client's budget.
- Processed airline tickets and hotel confirmations accurately in the reservation system with few corrections.
- Built a loyal client list of 120 repeat customers through follow-up calls and personal itinerary reviews.

CORE SKILLS

Itinerary planning | Reservation systems | Sabre | Amadeus | Air ticketing | Corporate travel | Group bookings | Fare rules | Disruption management | Cruise sales | Customer service | Travel policy compliance | Upselling | Destination knowledge

EDUCATION

B.S. in Hospitality and Tourism Management, Florida International University, Miami, FL

CERTIFICATIONS

Certified Travel Associate (CTA) | Sabre Certified Travel Professional | Cruise Lines International Association (CLIA) Certification