Paul Henderson

LEISURE TRAVEL CONSULTANT

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SUMMARY

Leisure travel consultant with 7 years of experience selling river cruises, safaris and escorted tours to retirees and multigenerational families. Manages $1.6 million in annual sales from a 420-client base, plans accessible travel around mobility and health needs, and keeps clients returning with careful pre- and post-trip customer service.

SKILLS

River Cruises • Escorted Tours • Group Cruises • Accessible Travel • Travel Insurance • ClientBase • Sabre Supplier Relations • Customer Service

EXPERIENCE

Leisure Travel Consultant 01/2022 - Present

Gulfshore Travel Associates Naples, FL

Leisure agency of 10 consultants serving clients in Southwest Florida.

- Deliver **$1.6M** in annual sales across river cruises, safaris and escorted European tours.
- Customize trips for clients with mobility needs, arranging accessible cabins, transfers and medical travel insurance.
- Organize 3 travel nights a year with cruise and tour partners, adding 45 new clients per event on average.
- Retain 78% of clients year over year through birthday notes, post-trip calls and early booking offers.

Travel Consultant 05/2020 - 12/2021

Fort Myers Travel Center Fort Myers, FL

Full-service retail agency with leisure and group desks.

- Rebuilt 200 trips cancelled during 2020 travel restrictions, keeping 70% of deposits as future credits.
- Planned 6 church and alumni group cruises of 30 to 80 passengers.
- Maintained supplier payment schedules in ClientBase for 150 active bookings.

Reservations Agent 06/2019 - 04/2020

Coastal Cruise Vacations Fort Lauderdale, FL

Cruise call center.

- Reserved 100 cruise cabins a month in Sabre for inbound callers.
- Increased shore excursion add-ons to 35% of bookings.
- Strengthened supplier relations with 3 cruise lines through weekly sales calls.

EDUCATION

Bachelor of Science 05/2019

Florida Gulf Coast University Fort Myers, FL

Resort and Hospitality Management

CERTIFICATES

Certified Travel Counselor (CTC) 2024

The Travel Institute

Master Cruise Counsellor (MCC) 2023

Cruise Lines International Association