Carlos Mendoza

Travel Advisor

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SKILLS

GDS · Supplier Portals · Group Travel · Travel Insurance · Itinerary Planning · Word · Excel · Microsoft Office · Spanish · Customer Service

EDUCATION

Bachelor of Arts

05/2021

San Diego State University

San Diego, CA

Hospitality and Tourism Management

CERTIFICATES

Certified Travel Associate (CTA)

The Travel Institute

2024

SUMMARY

Travel advisor with 5 years of experience planning trips to Mexico, Central America and Europe for leisure and group travel clients. Books $950,000 a year through GDS and supplier portals, writes clear proposals in Word, and works independently from first call to post-trip follow-up, in English and Spanish.

EXPERIENCE

Travel Advisor 02/2023 - Present

Pacific Horizons Travel Co. San Diego, CA

Leisure agency of 15 advisors focused on Latin America and Europe.

- Plan **220** trips a year for couples, families and small groups, with $950K in annual sales.
- Research hotels, tours and transfers and send Word proposals within 48 hours of the first call.
- Advise clients on passports, entry rules and travel insurance for 14 countries.
- Organize 4 hosted group travel departures a year of 12 to 20 travelers to Oaxaca, Costa Rica and Portugal.
- Answer Spanish-speaking client calls for the whole office, about 30 a week.

Travel Sales Associate 06/2021 - 01/2023

Harborview Cruise & Tour San Diego, CA

Cruise and tour sales desk serving walk-in and phone clients.

- Closed 25 cruise and tour packages a month for walk-in and phone clients.
- Converted 28% of quote requests into bookings, the second-highest rate on a team of 8.
- Tracked supplier commissions in Excel and recovered $11,000 in unpaid commissions.
- Promoted seasonal cruise offers through a monthly email to 3,000 past clients.