Jasmine Ortiz

Travel Assistant

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SUMMARY

Travel assistant with 1 year at a full-service leisure agency, handling reservations, itinerary changes and travel documents for 4 senior advisors and their clients. Brings 2 years of resort front desk customer service, working Sabre and Microsoft Office skills, and close attention to detail on every booking, payment date and passport check.

EDUCATION

Associate of Arts 05/2023

Valencia College Orlando, FL

Hospitality and Tourism Management

EXPERIENCE

Travel Assistant 09/2025 - Present

Sunshine Coast Travel Group Orlando, FL

Support a 4-advisor leisure team selling theme park, cruise and Caribbean vacation packages to families across Central Florida.

- Process **60+** hotel, air and theme park reservations a week in Sabre and supplier booking portals.
- Create itineraries in Word and send final travel documents to clients 14 days before departure.
- Respond to 40 client calls and emails a day about schedule changes, payments and travel documents.
- Track deposits and final payment dates in Excel, with no missed supplier deadline in 2026.
- Verify passport and visa requirements for 25 international trips a month before advisors confirm them.

Front Desk Agent 06/2023 - 08/2025

Lakeview Resort & Suites Kissimmee, FL

Front desk at a 300-room family resort near the theme parks.

- Checked in 150 guests a shift and resolved room and billing issues on the spot.
- Arranged 30 park tickets, shuttles and dinner reservations a week through the concierge desk.
- Earned a 4.7 of 5 guest satisfaction score across 2 years of online reviews.
- Trained 5 new front desk agents on the property management systems and check-in standards.

SKILLS

Sabre • Reservations • Itineraries • Travel Documents • Excel • Word • Microsoft Office

Property Management Systems • Customer Service • Attention to Detail

CERTIFICATES

Travel Agent Proficiency (TAP) Certificate

The Travel Institute

2025