



ROSA V BOOTH

Phone: 954-484-5401

SUMMARY

A Senior Travel Agent/Customer Service Representative with Marketing and Sales experience in the Travel Industry and Banking Industry products and services. Able to increase sales productivity through quick resolutions to customer's inquiries. Innovative problem solver, good listener, effective team player. Focus on meeting customers and company's expectation. Ability to multi-task and attention to detail. Proficient with Data Entry. Fluent in English and Spanish. Experience in Microsoft Office. Excel. Word. Saber.

PROFESSIONAL EXPERIENCE

BANK ATLANTIC., Ft. Lauderdale, Fl 2005-2012
Customer Service Representative/Analyst II
Responsible for all service calls and customer inquiries from all business segments via telephone. Meets standards in Customer Service, telecommunications and computer skills.

VANGUARD CAR RENTAL INC., Boca Raton, Fl 2000-2005
Customer Service Representative/International Email Specialist
Responsible for all service calls and customer inquiries from all business segments via telephone, mail and internet .Exceeding standards in Customer Service, Telecommunications, and computer skills.

TRAVEL MAX, Fort Lauderdale, Fl 1999-2000
Travel Agent Consultant
Responsible for booking and managing corporate and leisure accounts for Domestic and International Travel. Provide airline tickets, vacation packages, hotel reservations, car rentals, cruises and tours. Proficient with Saber computer System. Increased sales.

AMERICAN EXECUTIVE., Miami Beach, Fl 1995-1996
Full Service Travel Agent
Responsible for booking, marketing, and creating travel packages for others agencies. .Increasing revenue for the company. Marketing our products through all travel agencies in our area.

ECONOMY TRAVEL AGENCY., Miami Beach, Fl 1986-1995
Vice President/Owner
Supervised all activities. Prepared and submitted ARC report while also acting as a full time Travel agent.

EDUCATION

Miami Dade Watson Community College

Gold Coast, Real Estate Salesperson

Gold Coast, Mortgage Agent