



## Yolanda De Pablos

C/Colombia 19 9-4, 28823 Madrid, Spain

Phone number **+34694511329**

Whatsapp **+44 7528 92 89 31**

Email [yolanda\\_dpm@yahoo.es](mailto:yolanda_dpm@yahoo.es)

Skype **yolanda\_dpm**

### Summary

- ✓ Travel Expertise – well travelled around Europe, North Africa and the Indian subcontinent, capable of creating personalised itineraries to meet each client needs
- ✓ Customer Service - delivers and provides an excellent customer experience, approachable and able to assist customers by giving useful information in order to generate sales in the tourism industry
- ✓ Sales and Marketing – high sense of commerciality and ability to increase turnover by active selling

### Career History

<p><b>Reservations agent</b>  <i>Hotelbeds, Palma de Mallorca (Spain)</i>          Being part of the operations department, offering customer support in order to meet the needs of the clients in the most efficient way.</p> <ul style="list-style-type: none"> <li>• Assist calls and emails from clients (Hotels, TTOO, Travel Agencies and final customers) with any requirement regarding existing bookings</li> <li>• Manage bookings amending or cancelling them according to the procedures established in the department</li> <li>• Provide information and advice on products and contact with suppliers when is required</li> </ul>	<p><b>Dec. 2018 - Dec. 2019</b></p>
<p><b>Customer service manager</b>  <i>Dhyanam India Tours, New Delhi (India)</i>          Being responsible for all customer service, from the initial booking to pre and post travel queries and comments, maintaining the highest levels of customer satisfaction.</p> <ul style="list-style-type: none"> <li>• Creating tailored and detailed itineraries around India, Nepal and Sri Lanka.</li> <li>• Creating content for the company website as well as being in charge of the social media marketing strategy</li> <li>• Being the main point of contact for the resolution of any service issues and complaints</li> <li>• Resolving any problems as efficiently as possible</li> <li>• Responding to customers via email, telephone and social media</li> <li>• Liaising closely with the operations team regarding any significant changes to travel itineraries</li> <li>• Monitoring forums and social media for any comments or feedback. Responding to any comments appropriately, maintaining brand integrity</li> </ul>	<p><b>November 2017 - April 2018</b></p>
<p><b>Indian Subcontinent explorer</b>          Travelling around India, Nepal, Sri Lanka and Bangladesh to gain a deep understanding of these countries at different levels: cultural, historical, spiritual and religious</p>	<p><b>November 2016 - October 2017</b></p>
<p><b>Direct contracts executive</b>  <i>Travel Republic, London (UK)</i></p> <ul style="list-style-type: none"> <li>• Responding to internal emails regarding reservation amendments/cancellations and notify the accommodation provider of all changes.</li> <li>• Contacting accommodation providers to ensure all unconfirmed bookings are accepted.</li> <li>• Responding to emails from the groups department giving group rates and availability at directly contracted hotels.</li> <li>• Ensuring that any declined/overbooking situations are resolved as quickly as possible and any alternative accommodation offered is of a suitable standard.</li> <li>• Investigating and resolving extranet pricing issues.</li> <li>• Liaising with hotels/other departments to resolve any problems that occur whilst clients are in resort.</li> </ul>	<p><b>June 2015 – November 2016</b></p>

<ul style="list-style-type: none"> <li>Monitoring all emails received from our accommodation providers and ensure they are delivered to the appropriate team member</li> </ul>	
<b>Marketing assistant (work placement)</b> <i>Meritservus, Secretaries Ltd., Limassol (Cyprus)</i> Designing and organizing the production of marketing material such as brochures for 'P.Harakis Ltd', a property development company	<b>March 2015 – April 2015</b>
<b>Travel consultant (work placement)</b> <i>Pan Leon Travel and Tours, Limassol (Cyprus)</i> <ul style="list-style-type: none"> <li>Managing all travel requests for clients: checking availability and building competitive itineraries</li> <li>Booking flights to worldwide destinations using Sabre</li> <li>Making accommodation reservations</li> <li>Providing advice on visa requirements and arranging visas as appropriate</li> </ul>	<b>Feb 2015 - March 2015</b>
<b>Sales adviser</b> <i>Debenhams, Edinburgh (UK)</i> Exceptional customer service in the Home Department; cashier tasks; replenishment of the products; tidying up the shop floor to maintain the high standards of the company and increase profits	<b>Nov 2014 – January 2015</b>
<b>Seasonal visitor services advisor</b> <i>Scotland, Edinburgh (UK)</i> <ul style="list-style-type: none"> <li>Welcoming and providing visitors with accurate and attractive information about Edinburgh and Scotland to create a perfect experience in the country and maximise the staying and spending in Scotland</li> <li>Booking accommodation and tours around Scotland</li> <li>Selling tickets for different activities, excursions and local attractions</li> <li>Retail support at the visitor centre Scottish products shop</li> </ul>	<b>May 2014 – September 2014</b>
<b>Sales adviser</b> <i>H&amp;M, Edinburgh (UK)</i> Excellent customer service on the shop floor, fitting room and cash registers to maximize sales; cleaning rail and tidying up ensuring the high standards of the company; delivery process; control of the stock; display of garments on the floor shop to attract customers and increase sales	<b>Oct 2009 – May 2014</b>

## Educational Qualification

- ❖ **BA (Honours) in Tourism and Marketing Management – University Medal Winner**  
**Edinburgh Napier University, UK** **2013**  
 Live Project with 'Edinburgh Festivals', Honours Dissertation: *Volunteer Tourism as a Tool for Poverty Reduction*
- ❖ **HND in Tourism**  
**Edinburgh College, UK** **2011**
- ❖ **BA in Social Work**  
**Complutense University of Madrid, Spain** **2001**

## Strengths

- Excellent communication and interpersonal skills
- Selling skills
- Good negotiation skills
- Budgeting and planning
- Good computer skills: Salesforce, Dialoga, Atlas
- Able to coordinate well with people and work effectively in a team
- Accepts challenges and responsibilities
- Fluent in English; Spanish as mother tongue