



CEASAR

[VIDEO INTERVIEW](#)

WORK EXPERIENCE

CORPORATE TRAVEL CONSULTANT

Enshored | January 2024 - Present (1 Year)

- Manages corporate travel bookings for executives and employees, ensures compliance with company travel policies and budgets, resolves urgent itinerary changes, collaborates with vendors, and provides seamless end-to-end travel support using Amadeus and Sabre GDS

PROVIDER HEALTH CARE ADVOCATE

Optum | February 2023 - February 2024 (1 Year, 1 Month)

- Assisted healthcare providers with claims processing, benefit verification, and escalated claims concerns while coordinating with internal teams and ensuring compliance with healthcare policies and accurate insurance status updates

TRAVEL CONSULTANT

Teleperformance | December 2020 - July 2022 (1 Year, 8 Months)

- Handled flight and hotel bookings, cancellations, and rebookings, provided real-time solutions for travel disruptions, and maintained high customer satisfaction through clear communication and efficient issue resolution

SKILLS/AREAS OF EXPERTISE

- Customer Service
- Technical Support
- Appointment Scheduling
- Booking, Cancellations & Rebookings
- Claims Processing & Benefit Verification
- Escalation Handling
- Customer Retention
- Email Management
- Calendar Management
- Attention to Detail
- Communication Skills
- CRM Navigation

TECHNOLOGY

- Zendesk
- Google Workspace
- Shopify
- Amadeus GDS
- Sabre GDS
- Microsoft Office 365
- CRM Systems

[CLICK HERE TO
VIEW MORE CANDIDATES](#)



Click here to:
[BOOK AN INTERVIEW](#)