



Perry Glenn

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Objective

To contribute passion for travel and exceptional customer-service skills as International Travel Consultant for Flight Centre

Professional Profile

- ◆ Friendly, outgoing, people-oriented professional with degree in Tourism Management and strengths in customer service; poised to contribute strong work ethic, dedication, motivation, professionalism, and quality work to your organization.
- ◆ Customer-focused achiever who develops rapport with customers to keep them feeling special and coming back; consistently deploys customer-service skills to give clients full attention down to the smallest detail; committed to customer satisfaction.
- ◆ Strong oral, written, and interpersonal communicator who anticipates customers' needs, perceives their moods and reactions, and exceeds their expectations.
- ◆ Energetic, hard-working self-starter who always goes the extra mile to provide excellent service, friendliness, a listening ear, and respect.
- ◆ Quick learner who is immediately productive and makes a point to consistently learn new ways to delight customers and give them something new to look forward to.
- ◆ Passionate traveler with extensive knowledge of overseas destinations and experience in living in Sri Lanka, Thailand, Japan, Singapore, and Australia.
- ◆ Computer-proficient in Excel, PowerPoint, Explorer, and Word.

Education

- ◆ *Bachelor of Management in Tourism*, University of South Carolina Upstate, Spartanburg, SC, Dec. 2008; GPA: 4.0

Honors and Distinctions

- ◆ Won top honors for project conducted for South Carolina Tourism Board on the 31-45-year-old overseas market segment.
- ◆ Attained highest grade for report generated for Starwood Hotels on increasing user numbers to company Web site.

Highlights of Professional Accomplishments and Experience

Travel and Tourism

- ◆ Participated on team that researched how Starwood Hotels could attract more users to its company Web site; organization's regional director personally commended project.
- ◆ Partnered with another student for one-year research project with South Carolina Tourism Board on overseas 31-45-year-old consumer market.

Hospitality ~ Customer Service

- ◆ Served Cinnabon customers and effectively handled their inquiries and demands.
- ◆ Demonstrated teamwork skills and interacted successfully with people of various cultures and nationalities as Catering Assistant in food pavilions for the Rio de Janeiro, Brazil, Organizing Committee for the Pan American Games.
- ◆ Provided outstanding customer service as server for Delicioso Restaurant and Service Food Attendant for McDonald's South Carolina Limited.

Problem-solving

- ◆ Enhanced analytical and problem-solving skills during research project for Starwood Hotels, which was used as a tool to guide organisational decisions in interstate annual general meeting.

Organization ~ Coordination ~ Detail Orientation ~ Research

- ◆ Applied excellent organisational skills to extensive market research for South Carolina Tourism Board project, involving in-depth interviews and questionnaires, as well as juggling multiple tasks simultaneously under deadline pressure.
- ◆ Ordered and controlled stock for Cinnabon.
- ◆ Handled cash and cash registers in several positions.
- ◆ Deployed effective time-management skills and the ability remain calm and focused under tremendous pressure while answering telephones, sorting mail, performing office clerical projects, and handling bookkeeping as an office assistant for Ball, Gentry, Mason, Pritchett & Partners.

Leadership

- ◆ Promoted to assistant manager of Cinnabon for two weeks while assistant manager was on leave; supervised Internet orders, a new expansion strategy for the company.
- ◆ Took on leadership role as National Catering Assistant and guided other staff members when unexpected situations arose.
- ◆ Promoted to crew trainer at McDonald's and trained, led, and supervised other staff members; earned Employee of the Month award, as well as excellent performance reviews.

Professional History

- ◆ Service Assistant, Cinnabon, Spartanburg Mall, Spartanburg, SC, 2007 to 2008
- ◆ National Catering Assistant, Rio de Janeiro, Brazil, Organizing Committee for the Pan American Games, Rio de Janeiro, Brazil, 2006 to 2007
- ◆ Intern, South Carolina Tourism Board, Columbia, SC, Oct. to Dec. 2006
- ◆ Intern, Starwood Hotels, White Plains, NY, Aug. to Dec. 2005
- ◆ Server, Delicisoso Restaurant, Spartanburg, SC, 2004 to 2005
- ◆ Service Food Attendant, McDonald's South Carolina Limited, Spartanburg, SC, 2002 to 2004
- ◆ Office Assistant, Ball, Gentry, Mason, Pritchett & Partners: Certified Accountants and Business Partners, Spartanburg, SC, Oct. 2002

References

- ◆ References will be supplied upon request.