

NANCY AASEN TOUSSAINT, CTC

562-633-8618 HOME NANCYDANCE@AOL.COM

OBJECTIVE

Travel Specialist

QUALIFICATIONS

Inside sales for 15+ years
Leisure agent with extensive world travel experience
Team player with excellent customer service skills
Created a company's group department in 2004
Passionate and enthusiastic about all aspects of travel
Eager to learn, open to new ideas, persuasive, helpful

SUMMARY OF AWARDS

Certified Travel Counselor (CTC)

Competent Toastmaster (CTM)

EMPLOYMENT

September 2006 to February 2009
Value World Tours, Inc.
Fountain Valley, California

Sales/FIT/Group Manager:

Assisted clients and travel agents from questions through reservations

Escorted 25 pax on Eastern Danube Cruise, 12 pax on Brahmaputra River Cruise, and 35 pax on Mekong River Cruise

Researched and developed a Brahmaputra River Cruise program

Promoted company at 15 consumer and agent shows

Wrote text and co-designed layout for 4 yearly brochures (16-64 pgs)

Increased public awareness with multiple press releases sent to 200+ magazines and newspapers

Conducted a postcard campaign with a 2500+ distribution

Conceived, wrote, and mailed a quarterly 4-page newsletter

Authored and proofread much of the website verbiage

January 1990 to September 2006
Freighter World Cruises, Inc.
Pasadena, California

Travel Agent and Bookkeeper:

Advanced from bookkeeper to bookkeeper/travel agent who produced close to 50% of agency's commission revenue

Initiated group travel in 2004 resulting in a profit instead of a loss for fiscal year 2005

Researched, promoted, and fully implemented the company's new group department

- Escorted 86 people on 3 tours to China
- Escorted 25 people on a tour to Vietnam & Cambodia
- Escorted 19 people on a tour to Russia
- Designed and promoted a tour to Australia

Serviced clients from inquiry through ticketing

Traveled on, inspected, photographed, and wrote about 14 ships to increase sales

Wrote articles for bi-monthly newsletter (distribution: 1500), trip reports, and travel survey

Maintained manual accounting and ARC reports with accuracy

EDUCATION

Bemidji State University, Bemidji, Minnesota
Bachelor of Science secondary teaching degree
English and Speech/Theater major
(graduated Summa Cum Laude)

INTERESTS AND SKILLS

Writing, photography, public speaking, historic dance, and sewing
Internet research, MS Word, PowerPoint, and Excel
Extensive world travel to 6 continents, including 24 cruises