

# Chloe Stewart

## Junior Travel Agent

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Tourism management graduate from Edinburgh Napier University with customer-facing experience and a passion for travel. Completed a **4-month summer placement** at Barrhead Travel, booking holidays worth up to **£12,000** per booking. Familiar with Amadeus GDS and experienced in handling **25+ client enquiries per day**.

## EXPERIENCE

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### Travel Consultant (Placement), Barrhead Travel, Glasgow

Jun 2024 – Sep 2024

Summer placement at the Buchanan Street branch, one of Scotland's largest independent travel agencies.

- Handled **25+ customer enquiries per day** across phone, email, and walk-in
- Booked package holidays, flights, and cruise holidays with values from **£800 to £12,000**
- Achieved personal sales of **£85,000** over the 4-month placement
- Used **Amadeus GDS** for flight bookings and Travelport for package holiday searches

### Barista (Part-time), Starbucks, Edinburgh

Sep 2022 – May 2024

Part-time shifts at the Princes Street store alongside university studies.

- Prepared and served an average of **200 beverages per shift** during peak hours
- Earned **Coffee Master** certification after 6 months, the store's youngest team member to do so

## EDUCATION

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### BA (Hons) Tourism Management in Tourism Management, Edinburgh Napier University, Edinburgh

Sep 2022 – Jul 2025

2:1 (64%). Modules included Travel Distribution Systems, Tourism Marketing, and Destination Management. Dissertation on the recovery of Scotland's tourism sector post-pandemic.

## SKILLS

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Amadeus GDS, Travelport, Package Holiday Booking, Customer Consultation, Sales Targets, Travel Insurance, Destination Knowledge, Cross-selling

## CERTIFICATIONS

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### ABTA Travel Agent Certificate, ABTA

Aug 2024

## LANGUAGES

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English - Native, Spanish - Basic

## EXTRA CURRICULAR ACTIVITY

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### Edinburgh Napier Travel Blog

Sep 2023 – Jun 2025

Created and maintained a student travel blog with **35 destination guides** and **4,500 monthly readers** by final year.