

## Junior Travel Consultant

# Callum Edwards



### EXPERIENCE

**Travel Consultant (Placement Year)**, Kuoni Travel, Dorchester *Jul 2024 – Jun 2025*  
Completed a 12 month sandwich placement at a luxury travel retailer, advising clients on long haul and tailor made holiday packages.

- Handled **130+ client bookings** for destinations including the Maldives, Sri Lanka, Thailand, and the Caribbean, totalling over **£92,000 in revenue**
- Achieved a customer satisfaction rating of **4.7 out of 5** based on post trip feedback surveys from **85 respondents**
- Upsold travel insurance, airport lounge passes, and room upgrades on **42% of bookings**, generating an additional **£8,600 in ancillary revenue**
- Managed **15 complex itinerary amendments** due to flight cancellations and schedule changes, retaining all affected bookings without any cancellations

**Front Desk Receptionist (Part-Time)**, Bournemouth Highcliff Marriott Hotel, Bournemouth *Oct 2023 – Jun 2024*

Worked 15 hours per week at the front desk of a 4 star hotel, managing guest check ins and handling enquiries.

- Processed an average of **35 guest check ins and check outs per shift** using Opera PMS
- Resolved **20+ guest complaints** over the 9 month period, with a **95% resolution rate** at first contact
- Coordinated with housekeeping to manage **160 room turnovers** during peak weekends, ensuring all rooms met inspection standards

### CERTIFICATIONS

**ABTA Certificate of Travel Tourism**, ABTA *Jan 2025 – Apr 2025*

**Amadeus Selling Platform Connect (Basic)**, Amadeus IT Group *Nov 2024 – Nov 2024*

### PROJECTS

**Events Coordinator - BU Travel and Tourism Society** *Sep 2024 – Jun 2025*  
Organised events and educational trips for the university's travel and tourism society.

- Planned and led a **3 day group trip to Amsterdam** for **22 students**, managing flights, accommodation, and a guided canal tour within a budget of **£4,800**
- Organised **5 industry talks** with speakers from TUI, Jet2, and Exodus Travels, with average attendance of **30 students**
- Managed the society's budget of **£2,200** and submitted end of year accounts to the Students' Union

**Sustainable Tourism Research Project** *Jan 2025 – Apr 2025*  
Conducted a group research project on overtourism in Dubrovnik as part of the Sustainable Tourism module.

- Analysed visitor data from the **Dubrovnik Tourism Board** covering **3 years of monthly arrivals**
- Produced a **4,000 word report** with policy recommendations for visitor caps and cruise ship regulation
- Presented findings to the module cohort of **45 students**, graded **71%**

### EXTRA CURRICULAR ACTIVITY

**Travel Blogger - Personal Instagram and Blog** *Jun 2022 – Jun 2025*  
Documented personal travels across **14 countries** through an Instagram account and WordPress blog.

- Published **25+ destination guides** and grew Instagram to **2,100 followers** with engagement rates averaging **5.3%**
- Partnered with **2 hostels** in Portugal and Croatia for complimentary stays in exchange for social media coverage

### PROFILE

Tourism Management graduate from Bournemouth University with a **2:1 degree (62% average)** and hands on experience from a placement year at a tour operator. Booked over **£92,000 in holiday packages** during placement and maintained a customer satisfaction rating of **4.7 out of 5** across **130+ bookings**. Holds an **ABTA Certificate of Travel Tourism** and has personal travel experience across **14 countries**. Enthusiastic about creating tailored travel experiences and building long term client relationships.

### EDUCATION

**BA (Hons) Tourism Management in Tourism Management**

Bournemouth University, Bournemouth  
*Sep 2022 – Jul 2025*

### SKILLS

- Amadeus GDS
- Booking and Reservation Systems
- Itinerary Planning
- Customer Relationship Management
- Travel Insurance Knowledge
- Upselling and Cross Selling
- Complaint Resolution
- Microsoft Office Suite
- Opera PMS
- Destination Knowledge (Europe, Asia, Caribbean)
- Telephone and Email Communication
- Attention to Detail

### LANGUAGES

- English - Native
- French - Intermediate (GCSE Grade 7)

### REFERENCES

**Sarah Mitchell**

Branch Manager, Kuoni Travel, sarah.mitchell@kuoni.co.uk, +44 7700 900 728

**Surf Instructor Assistant - Bournemouth Surf School***Jun 2024 – Sep 2024*

Assisted qualified instructors with beginner surf lessons during the summer season.

- Supported lessons for groups of up to **12 students** across **40+ sessions** over the summer
- Handled equipment setup and safety briefings, contributing to the school's **zero incident record** for the 2024 season

**Charity Fundraiser - Bournemouth Half Marathon 2025***Mar 2025 – Mar 2025*

Completed the Bournemouth Half Marathon, raising funds for the Dorset and Somerset Air Ambulance.

- Raised **£680** through a JustGiving page shared across social media and university networks