


A L I C I A B E A T R I Z B E N I T E Z

La Vara 21099 - Pórtico del Valle - Ciudad de los Valles
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<p>PERSONAL</p> <p>INFORMATION</p>	<p>Chilean ID 21881738-6</p> <p>Age: 42</p> <p>Nationality : Argentinean</p> <p>Indefinitely permission to work in Chile OK</p>	
<p>PROFILE</p>	<p>Sales and After Sales specialist agent Also Customer Care and support also Groups Negotiations in the airline industry orientated to external and internal customer Strong interpersonal skills . Ability to work as a team achieving individual and group targets . Ability to developing new strategies in order to achieve customers loyalty</p>	
<p>PROFESSIONAL</p> <p>EXPERIENCE</p>	<p>2011 - 2019 GROUP SALES DEKS NEGOCIATOR AT AIR FRANCE & KLM</p> <p>Support for groups negotiations to 8 different LATAM countries for direct and Corporate Customers also travel agencies support. Flight analysis availability for larger groups . Direct Contact with analyst at head Offices in Amsterdam and in Paris to get instructions and or specials conditions in order to optimize the revenue for each flight and providing our services to our best customers</p> <p>2009 - 2011 AFTER SALES AGENT</p> <p>Developed at after sales department for individual customers and also providing support for travel agencies Making a team to prepare the hole group in this project trying to unify sales processes and procedures between AF and KL</p> <p>2007 Development of new process and procedures for KLM new markets such PERU - Ecuador and Panama.</p> <p>2005-2009 SALES AGENT</p> <p>Customer support for selling and after selling 8 different ALATAM countries Back up for travel agencies and help desk to internal customer bookings rebooking's web payments providing high quality levels standards of the company . Etc.</p>	

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EDUCATION	<p>1999 - 2003 Universidad Nacional del Nordeste (Argentina)</p> <p>Técnico en Turismo y Hotelería</p> <p>Educational background 3 years .</p> <p>Developing languages as English 4 years and Portuguese 2 years completes</p> <p>Professional Practice as internship at a HOPE -TOUR where acquired knowledge about Amadeus Systems making flights and hotels bookings and also preparing tour packages as FORFAIT</p>
LANGUAGES	<ul style="list-style-type: none">•Ingles 2018 Chilean British Institute High Intermediate III•Ingles 2017 Chilean British Institute High Intermediate II•Ingles : 2014 -2015 Chilean British Institute Level 7,8• Inglés: 2010 Tronwell 6 months course intermediate level certificated.• Inglés: 2009 Exam TOEIC total score 680▪ Inglés : 1998 –2001 Universidad Nacional del Nordeste 4 years intensive level mention tourism• Portugués: 2012 Intensive course gramar and conversation COMPETENT INSTITUTE Santiago de Chile• Portugués: 1999 –2000 Universidad Nacional del Nordeste 2 years intensive level mention tourism• Francés: 2011 Instituto Chileno Francés 1 year basic level achieved.

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C O U R S E S	<p>2016 WORKSHOP 9 HOURS BUILDING TEAMS DISK method developing best practices and knowledge between mates and team commitment.</p> <p>2015 NEGOTIATION COURSE Strategies and best practices to close negotiations in order to achieve group sales objectives.</p> <p>2013 AIRFRANCE PARIS Intensive e course TIGRE SYSTEM ADVANCED for group developments unsynchronized files between Tigre and Amadeus how to handle it with and without head office intervention</p> <p>2011 AIRFRANCE PARIS intensive course TIGRE SYSTEM FIRST for group developments booking flights analysis and groups profiles Commercial agreements and specials conditions for groups in specifics dates as blackout periods.</p> <p>2011 AIRFRANCE & KLM Chile course orientated to travel agencies and commercial executives in contact with customers asking for groups bookings. Also updating Amadeus system</p> <p>2009 AIRFRANCE & KLM Chile Amadeus ATC Fare differences, publics fares , negotiated fares, forfeit and IT fares, for routing and mileages , building fare calculations how to recognize the breakdown How calculate Skyteam Europe pass</p> <p>2007 AIRFRANCE & KLM Chile Revenue Integrity</p> <p>analysis of statistics about flights behavior en each season how to handle it according each market . the achievement was how to understand why contradictory decisions made are necessary in order to get a final result according our interest on each flight operated.</p>
A C H I E V M E N T S A N D A W A R D S	<p>2013 First Place Group Sales Desk Department</p> <p>2012 First Place Group Sales Desk Department</p> <p>2010 First Place After Sales Desk Department</p> <p>2006 Third Place Sales Department</p>