**Natasha Erdos**  
27 Clapperton Avenue

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**Professional Summary**

Responsible, high-energy professional with extensive experience in customer service, travel coordination, and problem resolution. Proven track record of excelling in fast-paced, sales-driven environments while providing exceptional service and value. Adept at travel logistics, client relations, and utilizing multiple software systems to enhance operational efficiency. Seeking to contribute to a progressive organization where my skills and experience will drive success.

**Core Competencies**

* Customer Support & Problem Solving
* Travel Planning & Coordination
* Complaint Resolution
* Fast-Paced Sales Environments
* Strong Communication & Collaboration
* Software Proficiency: Soft Voyage, Oasis, Microsoft Excel, Zendesk, Salesforce, Feefo, Travel Works, Outlook

**Professional Experience**

**Sell Off Vacations – Toronto, ON**  
**Customer Support Coordinator**  
*April 2024 – Present*

* Delivered exceptional support by responding promptly to inquiries and resolving customer issues effectively.
* Fostered team collaboration through active listening and customer-first mindset.
* Maintained a professional tone in all communications, ensuring clarity and customer satisfaction.
* Applied advanced software tools daily to manage interactions and enhance service delivery.

**Sell Off Vacations / Sunwing – Toronto, ON**  
**Business Travel / Crew Travel Coordinator**  
*Feb 2023 – April 2024*

* Organized crew travel logistics including flight and hotel bookings to meet operational schedules.
* Managed corporate travel planning, tailoring arrangements to meet specific business needs.
* Built strong relationships with vendors to negotiate rates and ensure top service quality.

**Sunwing – Toronto, ON**  
**Customer Experience Pre-Flight Coordinator**  
*Oct 2017 – Feb 2023*

* Communicated flight delays and updates to passengers and agents via phone and email.
* Processed refunds, vouchers, and hotel relocations while maintaining accurate records.
* Excelled in fast-paced problem-solving and supported COVID-era travel disruptions.

**Sunwing – Toronto, ON**  
**Call Centre Sales Representative**  
*June 2015 – Oct 2017*

* Handled high-volume inbound sales and service calls from customers and travel agents.
* Created customized travel itineraries and promoted group and luxury travel.
* Demonstrated extensive product knowledge and customer relationship management skills.

**Education & Certifications**

* **International Travel School** – Travel Consultant, SABRE
* **Centennial College** – Professional Makeup Artist
* **George Brown College** – Advanced Esthetics
* **YWCA** – Certificate in Office Skills (Word, Excel, Outlook, PowerPoint)
* **St. John Ambulance** – Emergency First Aid, CPR Level C
* **TICO Certification**

**Interests**

Health & Wellness | Travel | Makeup & Beauty | Music | Content Creation | Photography | social media