

Brad Dennett

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Travel Expertise

Travel Agent/Sales Associate AAA Mid-Atlantic, 2015-Present

- Sold \$1.5M in leisure travel products for domestic and international travel packages across the globe
- Honored as Millionaire Agent for bringing \$1.5M in one year
- Arrange and facilitate travel plans for 20 members monthly
- Coordinate travel across 38 vendors for groups of 2-10 travelers, ranging from \$1,200-\$60,000 per trip
- Process 15 inquiries daily: payments, questions, complaints, changes
- Specialize in excursions, honeymoons, and river cruises
- Support clients in making informed decisions for travel insurance, foreign currency, and detailed itineraries
- Plan and execute two events and outreach programs monthly for 20 attendees with a budget of \$150; coordinate with five partners

Quality Control Manager The CruiseWeb Inc., 2012-2015

- Computed and reviewed charges to ensure 25 payments daily
- Assisted 10 clients daily with inquiries to guarantee best experience
- Search for best prices for the clients and the company, resulting in thousands of dollars in savings
- Manage five employees as Weekend Manager on Duty
- Troubleshoot client concerns, communicated with management, proposed solutions, resolved issues in three business days

Competencies

Client service; interpersonal skills
Constituent engagement
Stakeholder development
Marketing and sales; detail-oriented
Project management; organized
Recruitment and retention

Certifications

River Cruise Expert,
AAA Mid-Atlantic (2020)
Comprehensive industry knowledge,
first-hand experience, ability to make
expert recommendations

Master of Adventure,
Royal Caribbean University (2019)
Understanding of ships, features,
benefits, key selling points

Trafalgar Tours Specialist,
The Trafalgar Academy (2019)
Knowledge of online booking tools,
latest product updates, understanding
client needs and travel trends

Millionaire Agent,
AAA Mid-Atlantic (2019)
Multiple consecutive years for averaging
over \$1M in sales per fiscal year

College of Knowledge,
The Walt Disney Company (2018)
Elite group of travel industry
professionals with special knowledge of
the Disney vacation portfolio

Education

MS in Political Science
Towson University, 2013

BA in Political Science
Towson University, 2011