

# Patricia Cole

Ireland

W: <http://www.worky.com/patricia-cole>

Experienced Team Leader in Customer Services. Looking for positions involving training

## Patricia Cole's Professional Experience

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### 2006 - 2008 **Team Leader**

Supervision of the GDS/Internet team on a daily basis.  
Ensure continued development of employees through performance management systems

Key Skills advising people, attention to detail, conflict resolution, Instructing, managing people, motivating others, teaching, Training

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### 2002 - 2006 **Contract Administrator**

Co-ordination of initial and on-going training for the team & support team for British Airways reservations.  
Co-ordination of all problems & issues regarding BA reservations  
Administrative work for British Airways contract

Key Skills communication by emails, centralization of reservations, supervision of requests & queries, research, collating & reviewing information, communication with other departments

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### 2001 - 2002 **Helpdesk/Support Technician**

Provide technical support to Internet customers through phone and email.  
Provide technical support to Travel Agencies

Key Skills GDS systems experience, Internet use, Lotus Notes use, Webmaster administration

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### 2000 - 2001 **Reservation Agent**

Provide information to customers regarding reservation policies & procedures & other general information.  
Receive incoming calls from the market, whilst converting the maximum number of calls & enquiries into sales.

Key Skills Competitive attitude, Good Listener, Up for a challenge, Achieve performance targets

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### 1998 - 2000 **Guide/Administrator**

Worked for association to promote Industrial Tourism in South Brittany.  
Was in charge of the promotion, administration, training and guided tours for groups and individuals.

Key Skills attention to detail, Event Promotion, Filing, Recruitment, Research and marketing, Training of new staff

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## Patricia Cole's Education and Qualifications

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2009 **Certificate - TRAIN THE TRAINER**  
**FETAC**

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2008 **Certificate - Coaching**  
**Hertz**

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2006 **Certificate - ECDL**  
**FETAC**

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1997 **Higher Diploma - Tourism and the Industry**  
**College in Brittany**

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