



# Eddie Nonato

## Senior Travel Consultant

A40-05 Citizen 2 @ Old Klang Road, Kuala Lumpur, 82500, Malaysia  
+60172674142 · [eddienonato66@gmail.com](mailto:eddienonato66@gmail.com)

[LinkedIn](#)

### Place of birth

Manila, Philippines

### Nationality

Filipino

### Skills

Critical thinking and problem solving

Ability to Multitask

Leadership Skills

Ability to Work in a Team

Computer Skills

Communication Skills

Customer Service

Microsoft Office

### Languages

English

---

## Profile

Senior Travel Consultant with a demonstrated history of working in the Corporate, travel & tourism industry for more than 8 years. Skilled in Customer Service handling flight exchange, cancellation, refund and re-issuance of airline tickets thru GDS (Sabre, Amadeus), Travel & Tourism, Leadership, and Travel Arrangements.

## Employment History

### Customer Service Associate, TDCX (MY) Sdn. Bhd, Kuala Lumpur

February 2020 – July 2022

- Provision of an excellent support experience to E-payment users via phone, chat, and email.
- Attend to user's concerns such as reset password, account owner Communication Skills modification and restricted business review”
- Handles account on boarding review, KYC, TOS review and risk/fraud Customer Service investigation.
- Consistently meeting monthly KPI resulting in receiving maximum performance incentives.

### Senior Travel Consultant, Lufthansa In Touch - Philippines, Manila, Philippines

April 2017 – January 2020

- Making and confirming reservations for passengers, selling tickets, travel dates modification and reissuing tickets for the airline lines. Engage with customers over email, online chat and phone calls providing order advice.
- Skilled in using Global Distribution Systems such as Sabre, Amadeus and Apollo.
- Handle calls and escalations on a first call resolution basis, to deliver exceptional customer service.

### Travel Consultant, Expedia, Manila, Philippines

May 2012 – March 2017

As a Travel Consultant, I handled inbound sales in which I assisted customers in booking a hotel, flight, car and package reservation. I also make recommendations of the best hotels, transportation (in case they need to include a car reservation) and exciting activities that the location has to offer. I made sure that all my suggestions are tailored fit to the customers budget and preference.

Afterwards, I was up-skilled to become a Senior Travel Consultant whereas I got to be more empowered in assisting our customers with their inquiries, requests and even complaints over the phone and email. Our main tools in reservation, modification and issuance of Airline Tickets were Sabre and Amadeus - GDS.

### **Content Moderator, Stream Global Services, Manila, Philippines**

February 2007 – April 2012

- Moderation of abusive content on the web.
- Taking down Adult Pornography, Child Nudity and violence and gore on the web.
- Responsible for user-generated content submitted online.

## **Education**

### **Bachelor of Science in business administration, University of Manila, Manila, Philippines**

June 2002 – March 2006

## **References**

**References available upon request**