

*"Be persevering at the bottom,
humble at the top."*

- Maxime Lagacé -

PERSONAL

+41 76 410 09 94 (Switzerland)

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estelle.quadri@gmail.com

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Swiss citizen

EDUCATION

*State Tourism And
Hotel Management
School (SSSAT)
Bellinzona - CH
2012-2013*

Tourism Management Swiss
Federal Diploma

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*University of Applied
Sciences
Western Switzerland
(HES-SO)
2011-2012*

First year in Tourism
Management fully
accredited

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*Cantonal Institute for
Economics and
Commerce (ICEC)
Bellinzona - CH
2005-2009*
Swiss Maturity

LANGUAGES

Italian - native
English - proficient
French - proficient
Spanish - intermediate
German - pre- intermediate

ESTELLE QUADRI



PROFESSIONAL PROFILE

Fluent in English, French and Italian, I've been working for more than nine years as a Business Travel Consultant.

Highly motivated, communicative and problem solver tourism specialist, with a great knowledge of Galileo and Amadeus reservation systems, as well as immigration procedures and assistance, my experience in the corporate field gave me the chance to gain a deep knowledge of the hospitality and aviation industry.

EMPLOYMENT HISTORY

January 2014 - Present

*Business Travel Consultant, Kuoni Business Travel
Der Touristik Suisse, Lugano (Switzerland)*

Business travel agents handle and oversee all travel arrangements for SMBs and big international groups. The goal of a corporate travel consultant is to ensure employees travels are safe and well organized, according to company policy.

KEY RESPONSIBILITIES

- Sell products and services
- Provide full customer service and advice on travel documents, insurances, immigration procedures and regulations
- Develop strategic programs for corporate travel
- Organize corporate meetings including hotel rooms, meeting rooms with related equipment, business lunch/dinner
- When required, help the company to develop strategic travel policies
- Manage relationships with customers and hotels / airlines sales departments
- Negotiate contracts or rates with travel service providers
- Ensure continuous improvement of travel programs

SKILLS

- Knowledge of international travel regulations, customs and currencies
- Working knowledge of MS Office and GDS solution, as well as Amadeus reservation system
- Excellent communication skills
- Negotiation skills
- Persuading skills
- Desire to help people
- Ability to sell products and service
- Well organized and reliable
- Active listening skills
- Relationship skills
- Problem-solving
- Time management
- Industry knowledge

SKILLS & STRENGTHS

Professional

Excellent with client relations and interpersonal skills

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Well-presented

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Quick learner

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Problem-solving attitude

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Motivator

Technical

Proficient in Microsoft Office

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Proficient in Galileo and Amadeus systems

SOCIAL MEDIA PROFILE

<https://www.linkedin.com/in/estelle-quadri-200049160/>

REFERENCES

Alcides Ocampo

Air Europa

Sales Manager

alcides.ocampo@aireuropa.com

Daniela Molteni

Der Touristik Suisse

Kuoni Travel

Branch Office Manager

daniela.molteni@kuoni-viaggi.ch

Cristina Mattei

Duferco SA

General Service Manager

Cristina.mattei@dith.com

Tae Takahashi

UNHCR

Grants and Project

Workstream Lead

INTERESTS AND HOBBIES

Equestrianism

Horses have always been one of my biggest passion, therefore in 2021 I created an individual enterprise in Normandy called Ecurie des Noix, that I still co-manage. Horses taught me patience, motivation and confidence.

Travelling

As a tourism specialist, how could I not love travel? I try to discover at least two new Countries every year, and I love exploring different cultures by immersing myself in the local life. My favorite Countries so far are Costa Rica, Vietnam and Peru.

Photography

Photography is my favorite form of art because it's a very direct style of communication. Moreover, it allows us to bring the beauty in front of people. With photography, you never stop to learn and it's always challenging.