



Johncarlo Sarinas

Travel Specialist | Customer Service Representative

I am a Travel Specialist with over 5 years of experience in the Travel and Hospitality industry, specializing in GDS platforms like Amadeus and Sabre to deliver efficient booking solutions. I have expertise in negotiating with suppliers and got some experience in managing hotel and flight bookings across platforms. With a strong focus on customer satisfaction and personalized travel planning, I consistently deliver exceptional service that drives client loyalty and business success.


Contact

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 Remotely working from
Argao, Cebu, Philippines 6021

Education

2016
BS Marine Transportation
University of Cebu METC

2012
Highschool
The Sisters of Mary School School

Expertise

- GDS's Amadues and Sabre
- Customer Service
- Itinerary Creation
- Supplier Negotiation
- Data Entry

Language

English

Filipino

Experience

Feb 2023 - Present

AmaWaterways | 4500 Park Granada Calabasas, CA 91302

Airdesk Specialist

As an Airdesk Specialist with Amawaterways, I provide Travel Advisors and clients with accurate airfare quotes and create PNR utilizing my experience with GDS system while ensuring private fares are stored properly. I assist in finding the most reasonable fares for their guests, facilitate changes when necessary, and offer support during schedule changes and IROPs. My expertise in fare management, problem-solving, and customer service ensures a smooth experience for both Travel Advisors and or clients.

Feb 2020 - Jun 2022

Teleperformance | I. Villa St, Cebu City, 6000 Cebu

Customer Service Specialist

As a Customer Service Specialist at Teleperformance, I utilize my experience with GDS systems to support customers with airline fare rules and restrictions. I assist with booking, rebooking, modifying, and canceling travel while educating customers on flexibility policies and fare rules. Additionally, I help clients book hotels, cars, and activities, and assist in the use of Future Travel Credit and MCOs for those with canceled flights. My strong knowledge of travel systems and commitment to customer service ensures seamless and informed travel experiences.

Dec 2018 - Aug 2019

Dyninno Inc. Cebu | W Geonzon St, Cebu City, 6000 Cebu

Sales Specialist

As a Sales Associate at Dyninno, I specialize in building flight itineraries and packages using GDS systems. I create custom itineraries, ensuring compliance with airport rules, and assist customers with online check-ins, seat assignments adding frequent flyers programs and TSA or known traveler numbers. My focus is on helping clients find the most affordable and comparable fares while providing exceptional customer service throughout their travel experience made my their agent of choice with some repeat or loyal clients.

Jul 2018 - Dec 2018

Demand Science Inc | F. Cabahug St, Cebu City, 6000 Cebu

Lead QA Data Researcher

As a Lead QA Data Researcher at Demand Science, I specialize in lead generation, hygiene, and researching profiles that align with our products and services. My expertise includes data entry using MS Excel and presenting lead details in a clear and actionable format. I also utilize Google Docs for planning future projects and conducting product research, ensuring organized and efficient workflows