

---

## **Kathleen A. Emmans**

---

57 Marshall Cres., Baxter, ON L0M 1B1  
Tel: (705) 331-4028 Email: klovestofly@gmail.com

---

**OBJECTIVE:** To work in a Business Development/Sales Manager role within the travel industry.

### **EXPERIENCE:**

**2017-Present**      **TRANSAT TRAVEL**      **Alliston, ON**  
*Travel Professional*

- Building a large customer base through networking and referrals
- Developing a large group-based business in local Communities
- Working closely with group leaders for group travel (Chamber of Commerce, Probus, churches etc)
- Business strategies with industry BDM's

**2016-2017**      **COLLETTE VACATIONS**      **Mississauga, ON**  
*Business Development Manager*  
*Central & Northern Ontario*

- Responsible for managing current accounts and generating new accounts within territory
- Training and product knowledge to all travel agents within territory
- Unique consumer presentations and trade show representation
- Customer relations and building supplier/frontline relationships
- Travel extensively within territory and globally learning new destinations
- Living the brand

**2014-2016**      **CAA Retail Store**      **Orillia, ON**  
*Travel Store Manager*

- Responsible for overall operations of one of the top travel agencies in CAA South Central
- Management of all travel store associates (coaching, team building, HR, Performance Management)
- Business plans and strategies, travel consumer nights and events, customer escalations
- Leading travel agent teams and reacting with agility to internal and external customers
- Empowering teams to deliver superior customer service that produces positive business results.
- Responsible for store expenses, merchandising standards, policy and procedure compliance, safety, security, supervision, training, mentoring and scheduling of all associates

2000-2015

**SUTTON GROUP/KELLER WILLIAMS REALTY**  
*Sales Representative*

**Barrie, ON**

- Maintains a solid client database with daily lead generation
- Resourceful to put people into a position of home ownership when told it was unattainable
- 98.7% repeat business or referrals
- High energy cold sales courses, door knocking, constant drive for sales success
- Open houses, networking meetings, volunteer services with KW
- Ignite alumni - teaching Realtors how to develop and manage a successful real estate career. Provided new sales ideas and new energy for a successful career path

**EDUCATION:**                    **Education is ongoing to update required skills and languages**

**ICS Canada**

Travel and Tourism Diploma (*Highest Honours*)  
**TICO Certified (Counsellor & Manager)**

**TORONTO SCHOOL OF BUSINESS**

Legal Administrative Assistant Diploma

**SHERIDAN COLLEGE**

Business Diploma

**CARDINAL LEGER S.S.**

Grade 12 Diploma

**COURSES/SKILLS:**

Word, Excel, PowerPoint, Outlook, WordPerfect, Pixel Point POS, Windows, First Aid with CPR A + AED, Emotional Intelligence training,

**VOLUNTEER WORK and INTRESTS:** Seasons Centre for Grieving Children, Kids Help Phone and Golden Rescue. I enjoy spending my personal time travelling, volunteering, swimming, hiking, walking my dogs, boating, reading suspense novels, and spending time with friends & family.

**REFERENCES AVAILABLE UPON REQUEST**