

Ella Raymond

COLLEGE ADDRESS: Messiah College, One College Ave, Grantham, PA 17027
PERMANENT ADDRESS: 411 March Road, Middletown, PA 17077

(717) 796-5555
(717) 774-7777

Education: **Bachelor of Science – International Business**, May 2006
Minor – Economics
Messiah College, Grantham, PA
GPA 3.6/4.0

Student Abroad

International Business Institute
Europe, 10 weeks, 11 countries

May 2005 – August 2005

- Studied in: Sweden, Estonia, Russia, Germany, Austria, Switzerland, The Czech Republic, The Netherlands, Belgium, France, England
- Examined international economics, global marketing techniques, and global business strategies
- Acquired greater understanding of today's global business environment

Travel/Tourism Diploma

York Technical Institute, York, Pennsylvania

July 1998 – January 1999

- Utilized understanding of group travel planning and needs
- Increased proficiency in customer service and communication to meet and exceed client expectations
- Operated as a team-player to complete projects

Experience: **Administrative Assistant/ Office Manager**
Eagle Eye Technologies, Inc., Middletown, MD

October 2001 – August 2003

- Supervised and trained office assistants in customer interaction and task completion
- Created forms and procedures necessary to improve information flow and effectiveness
- Broadened listening and organizational skills to ensure office efficiency
- Prepared weekly payroll
- Assisted in management of employee benefits

Corporate Travel Agent

Omega Travel, Frederick, MD

June 2001 – October 2001

- Functioned cooperatively as a team player
- Demonstrated understanding of corporate travelers' needs and the services offered by travel suppliers
- Prepared draft of weekly sales reports for Airlines Reporting Corporation
- Followed written and oral procedures to complete travel documentation

Corporate Travel Agent

Uniglobe Travel, Frederick, MD & Leesburg, VA

April 1999 – November 2000

- Supplied reservation services to corporate accounts
- Maintained accurate records and reservations for clients
- Updated all travel information to aid clients and other agents in decision making

Skills:

- Microsoft Office Suite, including PowerPoint, Access, Word, and Excel
- Intuit QuickBooks
- Spanish skills

Travel

Experience: Brazil, 1996 Ecuador, 2005 Costa Rica, 2006