**Jean Laumann**

**963 Elderberry Circle**

**Unit 1 15**

**Naperville, IL 60563**

**(630) 926-2021**

**Carlson Wagonlit Travel** 1996 - Present

Downers Grove, IL

VIP/International Travel Counselor

Manager – Tonya Fowler – (630) 395-8104

Corporate travel for JPMC VIP’s, and also the Aon and Tate & Lyle accounts.

**American Express Travel Services**  1994 – 1996

Rolling Meadows, IL

International Travel Counselor

Manager – Mary Harris – (312) 943-7840

Responsible for Booking of international reservations and ticketing. Corporate accounts included Kraft and AT&T.

**United Airlines** 1986 – 1994

Chicago, IL (O’Hare International Airport)

Customer Service Specialist/Reservation Agent

Manager – Carl Tahara – (773) 825-1100

Responsible for booking of international and domestic reservation and ticketing. Aided with lost baggage and flight cancellations. Boarded passengers and assisted those with special needs. Specialized in quick decision making. Developed a reputation for empathetic and effective resolution of customer service crises.

**Transcor**

Philadelphia, PA

Office Manager – Employment Verification number – (904) 737-1443

Coordinated Greyhound and Trailways charters for the US government. Managed entire office operation to ensure quality customer service. Supervied staff of 8. Hiring/firing authority.

**Personal References**

Nicole Jones – (779) 435-4150

Sue Gill – (630) 624-3000

Jeff Sarnecke – (815) 603-2785