

Stephanie Michelle Naomi Madl

Remote Administration and Travel Operations

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PROFESSIONAL PROFILE

Remote administration and travel operations professional with more than 10 years of experience keeping bookings, client communication, supplier coordination, invoicing, reporting and follow-ups on track. Progressed from front office and reservations into team leadership, OTA operations and tailor-made tour design. Known for calm ownership of detail-heavy work, clear digital communication and the judgement to spot discrepancies before they affect a guest, property, payment or itinerary. Works confidently across distributed teams and is fluent in English and Afrikaans.

OPERATIONAL STRENGTHS

- Remote workflow coordination, inbox discipline and dependable follow-through
- OTA administration, property content, promotions, policies and channel testing
- Rate parity, competitive-set reviews, discrepancy resolution and revenue analysis
- Team training, workload allocation, service standards and cross-functional support
- Tour design, itinerary costing, supplier bookings and live tour support
- Booking and financial reconciliations, invoicing, payment follow-ups and reporting
- Client, supplier and property communication across routine and urgent situations
- Guide recruitment, scheduling, trade-show representation and relationship management

PROFESSIONAL EXPERIENCE

Travel Specialist

Apr 2025 to Present

African Wanderer Tours & Safaris | Windhoek

- Design and cost tailor-made itineraries and travel packages across Namibia, South Africa, Botswana and Zimbabwe.
- Coordinate tours end to end, including supplier bookings, client invoicing, supplier invoice checks, welcome packs and live support while guests are travelling.
- Keep clients, suppliers, guides and internal teams aligned through consultations, digital communication, structured follow-ups, meet-and-greets and property site inspections.
- Recruit freelance tour guides for ad hoc tours and maintain accurate guide schedules for each departure.
- Gather post-tour feedback and represent the company at sales and marketing meetings, networking events and trade shows.

REMOTE WORK AND ADMINISTRATION

- Works confidently in remote and distributed settings, using clear written communication and visible follow-ups to keep work moving.
- Brings strong self-management to detail-heavy administration and stays calm while priorities, deadlines and stakeholder needs change.
- Enjoys turning scattered booking, supplier, payment and client details into an organised process that others can trust.

SYSTEMS AND DIGITAL TOOLS

Office and CRM Microsoft Word, Excel, PowerPoint, email, HubSpot, Innkeeper and social media

Travel planning TourPlan, WETU and Nitro

OTA and distribution NightsBridge, Booking.com, Expedia, Hotelbeds, LekkeSlaap, Afristay and SafariNow

OTA Assistant

Jun 2023 to Apr 2025

Gondwana Collection Namibia | Windhoek

- Managed day-to-day administration across OTA extranets, including property information, policies, promotions, availability-related updates and guest-facing responses.
- Completed monthly and quarterly booking and financial reconciliations, property invoicing, booking reports, payment follow-ups and no-show or discrepancy actions.
- Reviewed revenue analytics, property parity, competitive sets and rate discrepancies to support channel and commercial decisions.
- Set up automated guest messages for operational disruptions such as flooding, water levels and road closures at specific lodges.
- Facilitated channel connections, currency and billing setup, testing and performance reporting across OTA partners.
- Compiled health and safety measures, questionnaires and legal documentation, and coordinated physical and virtual site inspections.
- Trained OTA booking consultants and colleagues in Finance and IT; monitored communication standards and reassigned work as demand changed.

Senior Reservations Consultant and Team Leader

Dec 2020 to Jun 2023

Gondwana Collection Namibia | Windhoek

- Trained and supervised junior consultants while monitoring email turnaround, telephone etiquette, workload distribution and team morale.
- Processed bookings, cancellations and amendments; managed room availability, room blocks and arrival reporting for lodge teams.
- Supported inventory control, deposit tracking, rates, occupancy forecasting and upselling while maintaining standard operating procedures.

EARLIER EXPERIENCE

Junior Reservations Consultant | Gondwana Collection Namibia | Aug 2019 to Dec 2020

Reservations Consultant and Assistant Front Office Manager | Arebbusch Travel Lodge | Apr 2017 to Aug 2019

Receptionist | Arebbusch Travel Lodge | Mar 2017 to Apr 2017

Assistant Operations Finance Payroll and HR | LSC Namibia | Mar 2015 to Sep 2015

Filing Clerk and Assistant Payroll | LSC Namibia | Dec 2014 to Feb 2015

EDUCATION AND RECOGNITION

Senior Secondary Certificate and Matriculation 34 points | 2014

Junior Secondary Certificate 35 points | 2012

Recognition Best female Grade 12 learner certificate | 2014

LANGUAGES

English Excellent spoken and written proficiency **Afrikaans** Excellent spoken and written proficiency

SELECTED LEADERSHIP

Head Girl at Groot Aub Junior Secondary School | Library Prefect at Centaurus High School | School newspaper team and spelling bee organiser

REFERENCES

Available on request