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SUMMARY

Dynamic and results-oriented professional with over 12 years of experience in the travel and tourism industry, specializing in corporate administration, event management, and market strategy analysis. Proven track record of driving revenue growth and enhancing market presence through innovative strategies. Seeking a challenging role where I can leverage my skills and experience to contribute to organizational success in the travel and tourism sector.

EDUCATION

- Master of Public Administration, Madras University, Chennai-India (2021-2023)
- Master of Corporate Law, The Tamil Nadu Dr. Ambedkar Law University, Chennai- India (2019-2021)
- Master of Business Administration in Tourism Studies, Pondicherry University, Pondicherry-India (2010-2012)
- Bachelor of Commerce, Madras Christian College, Chennai-India (2007-2010)

PROFESSIONAL EXPERIENCE

Manager - Operations

LGT Business Connexions Pvt Ltd, Chennai June 2022 — Present

- Successfully managing hotel booking operations for domestic and international clients, negotiating special rates and ensuring quality service delivery.
- Implementing efficient logistics strategies to meet client preferences needs, even in remote locations.
- Maintaining comprehensive MIS including sales calls and provide regular progress reports to management.
- Coordinating with corporate clients to manage travel plans effectively and organize business events.
- Establishing and maintaining strong relationships with hotel representatives nationwide.

Senior Executive - Operations

SOTC Travel Ltd, Business Unit, Chennai August 2017 — June 2022

- Communicated travel information accurately and built rapport with clients.
- Provided personalized travel recommendations based on client needs and budget constraints.
- Acted as a liaison between clients and the company, resolving disputes and ensuring client satisfaction.
- Managed event organizing, dealer meets, training programs, and manager meets for key clients.
- Prepared and submitted weekly MIS reports to clients and assisted with administrative duties for top management.

Travel Consultant

FCM Travel Solutions, Chennai May 2013 — July 2017

- Coordinated transportation, accommodations and itineraries for domestic and international trips.
- Negotiated rates with hotels and secured contracts for the calendar year, resulting in cost savings for clients.
- Provided exceptional customer service and upsold products to enhance client experiences.
- Managed workflow according to SLAs and submitted activity reports to management.
- Handled follow-up communications with clients to ensure satisfaction and resolution of issues.

Operations Executive

Global Conference Management Group, Chennai March 2012 — May 2013

- Secured group airline fares, meal, and tour contracts for conferences and events.
- Maintained master files and documentation, scheduled meetings. and coordinated travel arrangements.
- Met or exceeded monthly sales quotas and contributed to the growth of the client base.
- Distributed marketing materials to promote services and events

BUSINESS DEVELOPMENT SKILLS

- Efficiently orchestrated the logistics for a delegation of 4000 doctors attending the RSSDI conference.
- Recognized as the top performer at FCM Travel Solutions, earning the privilege to represent the company at the prestigious Global Ball in Las Vegas, USA, in 2015. Currently holding a valid US visa until 2025.
- Pioneered operational protocols for Yamaha Motors, establishing a seamless partnership with SOTC Travel Ltd.
- Demonstrated adept event management skills by handling consecutive nationwide events for Dr. Reddy's Lab
- Coordinated a remarkable feat of managing 110 Dhristi Conclave Events for Dr. Reddy's Lab simultaneously across multiple locations nationwide on a single day.

MANAGERIAL SKILLS

- Good judgement and decision-making power, problem solving and good organising skills with great adaptability.
- An experienced team leader with an influencing, leading and delegating abilities. An ability to manage cross functional teams and multi-disciplinary projects.

AREA OF EXPERTISE

- Good presentation skills, time Management, ability to solve problem and market research.
- Customer Management, Manpower planning as per the need of the business, opening and closing and promoting packages.

IT SKILLS

MS Office, MS Excel, Hotel Booking & Lodging services, Ticketing tools, Billing Software - Win Yatra.

AVAILABILITY

- Willing to relocate.
- Possess no bond with the current employer.

LANGUAGE SKILLS

- Languages Known: English, French, Hindi, Tamil and Telugu

PERSONAL DETAILS

- Marital Status: Married
- Gender – Male
- Nationality – Indian
- Date of Birth – 27-07-1989
- Passport Number – Passport No: V3496050
Vide US Valid VISA B1B2