**NAME** :-  **PAWAN**

[**Pawan.264049@2freemail.com**](mailto:Pawan.264049@2freemail.com)

**SUMMARY** To secure a management position in a high growth company with considerable

Advancement opportunities. I am an experienced and ambitious Travel consultant looking for a challenging new role.

**EXPERIENCE**

**Senior Travel Consultant, DNATA International Travel, Pune, India**

Jun 16 – Present

Answered incoming calls - average 60 per day. Highly motivated to expand knowledge and skills. Advised customers on current traveling conditions and travel itineraries. Ability to work well under pressure. Booked international and domestic air arrangements for large groups. Investigated and resolved service quality and complaints. Handled all clients’ special requests and air deviations.

* Communicated travel information clearly and accurately
* Built a rapport with customers and proposed preferred products and services based on their account history and adherence
* Assessed client needs and recommended appropriate products or modifications to stay within the companies budget
* Provided a high level of customer service and client relations based on outstanding communication and interpersonal skills
* Displayed professionalism & product knowledge, which contributed to an increase in client satisfaction
* Assisted with projects and other administrative duties for top management
* Confirmed reservations for afterhours desk for European travellers

**Senior Travel Counselor, Carlson Wagonlit Travel, Pune, India**

Jul 14 – May 16

* Speak with clients in person, via e-mail and over the phone to discuss their domestic and international travel plans and provide relevant information in regards to methods of transportation, cultural standards, currency exchange, and travel regulations.
* Conduct research and prepare meticulous travel itineraries complete with pricing, accommodation, airfare, transfer, tour and any additional information needed for each trip.
* Counseled clients on the most cost-efficient routes following event guidelines.
* Delivered excellent customer service to all clients through effective use of computer systems, positive telephone service techniques, and appropriate email usage.
* Act on special customer requests and maintain excellent client relations, while handling a diverse client base including high level executives.
* Performed functions in changes & exchanges to existing bookings, working as 2nd level support
* Ensured above optimum customer service through effective use of available tools.

**Senior Travel Executive, International Travel House, Pune, India**

Mar 14 – Jul 14.

* Researched travel options & presenting the best deals in terms of requirements.
* Ensured all bookings & reservations are processed accurately.
* Responded to all phone enquiries promptly, courteously and in a friendly manner.
* Build strong relationships with clients.
* Ability to achieve branch, team sales and profitability objectives.
* Up selling relevant add-ons, like, insurance, excursions, currency etc.
* Monitored bookings throughout the working day.
* Advised on and organizing visas & passports.
* Booked rail, hotel, domestic and international air travel.
* Monitored competitor activity in order to maintain the most competitive rates.

**Ticketing & Reservation Consultant, Darwish Travel Bureau, Doha, Qatar**

Jul 07 – Aug 13

* Monitored all corporate bookings, actioned all reservations received from corporate & walk in Passengers.
* Undergone for Amadeus & Galileo Basic and Ticketing training.
* Attended Spearhead Telephone Communication skills training (2011)
* Maintained regular interaction with all agents with additional care toward major business generators.
* Act on special customer requests and maintain excellent client relations, while handling a diverse client base including high level executives.
* Promoted all Airline related products, maintain maximum retention, use corporate deal with codes wherever applicable, & updated information of all product knowledge on a regular basis.
* Attended the Quality Management Services (ISO) Training (2007-11).
* Ensured service excellence to win customer satisfaction & brand loyalty.
* Participated in all interdepartmental meetings for daily issues and solutions.
* Undergone for Sabre Basic and Ticketing training. (Sep 2012)

**British Airways (Offline GSA)**

* Assisted to British Airways as Ticketing & Reservation Consultant for two months.
* Welcoming passengers and satisfying their travel needs in very professional manner
* Handling online queries, issuance and re-issuance of online/regular tickets.
* Processing Visa messages in the reservation requested by agent as well as walking customers.
* Enrolling Frequent Flyer program to new customer, briefing them on the benefits & advantages of program. Helping customers in online check-in.
* Assisting airport colleagues when flight is delayed / cancelled.

**Counter Executive, Skyspeed Tour & Travel, Mumbai, India**

Jun 06 - Jun 07

* Issued e-tickets on regular basis for domestic flights in India.
* Received & actioned all reservations received from sub-agents & walk in passengers.
* Informed clients of essential travel information like travel time, connections & cancellation policy
* Worked on Indian Airlines Reservation system & budget airlines online reservations.

**Counter Executive-Junior Level, Travel Network, Mumbai, India**

Jan 05 – Jun 06

* Learn how to make reservation on the system & issued e-tickets.
* Assisted to senior staff for all reservations received from sub-agents & walk in passengers.
* Informed clients of essential travel information like travel times, connections, cancellation policy.

**TRAINING**

* Savani Tours & Travels, Mumbai, India (Jan 2004-May 2004).
* Assisted as Volunteer in Pugmarks which conducts Eco-friendly tours (2002-2003).

# EDUCATION

# Savitribai Phule Pune University, 2002–2006

Bachelor of Arts

**Maharashtra State Institute of Hotel Management and Catering Technology, 2002 – 2005**

Diploma In Travel and Tourism

**India International Trade Center, 2005–2005**

Diploma in International Airlines and Travel Management

# IATA Training and development Institute, 2005–2006

# IATA/UFTAA Foundation & EBT Courses

**British Council, Dec 2015**

# IELTS General Training. (Band 6)

# Shri Shivaji Collage, Aurangabad Board, 2001-2002

# Higher Secondary

# SKILLS Proven working experience as a travel consultant. | Exemplary sales skills and customer

# oriented approach. | Ability to effectively handle various levels of responsibility with

# minimal direction, and effective supervisory skills in providing leadership and motivation for

# team development. |Demonstrated knowledge and experience in a diverse range of Travel. |An

# interest in travel and knowledge of geography.

**LANGUAGE** English (Proficient) **|**Hindi (Proficient) **|** Marathi (Native)

**ACHIEVEMENTS**

* Won monthly Bravo Awards for hard work & dedications, delivering perfect trip & ensuring client satisfaction.
* Winner of Race to Dubai contest held by Emirates in the month of October, attended

Educational Tour for 3 days & 2 nights all-expenses paid trip to Dubai organized by Emirates.

* Received three time Perfect 10 score in CWT Listen with highly appreciation emails from clients for the month of Sep/Oct.
* Became the 3rd Best Corporate sales for 2010.
* Achieved yearly target for Qatar Airways to increase the sales for 2010 & 2011.

**REFRENCES** On requests

**AVAILABLITY** Immediately

**DATE : -**    
**PLACE : -** Pune, India