**CHIRAG**

**CHIRAG.331259@2freemail.com**

**PROFILE SUMMARY**

* Offering over 17 years of experience as **OPERATIONS / Client SERVICING**
* Possess extensive knowledge in handling complete operations & providing supportive data analysis and presentation to the Management for future strategies & decision making
* Providing excellent client service to improve business performance and ensure client satisfaction
* Analyzing customer requirement and ensure product meet customer requirements appropriately
* Experience in conceptualizing and effecting process initiatives to enhancing overall operations; introduced various ideas for increasing efficiency.
* Providing high value-added services to corporate and individual customers by providing them effective travel solutions, thereby enhancing their satisfaction levels.
* Plays an active role in administration of all the departments
* Experience in preparing reports and handling complete backend activities smoothly
* Experience in assisting and supporting day to day operations for the organization
* Handling corporate clients Patni Computers, Wockhardt, Polaris, ABN AMRO Bank, Garware, Pfizer, Sun Pharma,
* Increased revenue for organization by 27% in 2008 and 36% in 2009
* **Received appreciation letter** from Vice President for performance in achieving organizational goals in 2008
* Possess motivational management style with a record of being able to deliver positive results independently & under pressure

**CAREER OBJECTIVE:**

I am looking ahead to work in a professional, growth oriented organization, where in one can make significant contribution to the success of the organization. Seeking a position that involves creativity, challenges and that provides me, an opportunity to constantly strive to explore, innovate & excel in attaining organizational and my individual goals. A consistently dependable team player, I can thrive in a high-pressure environment, enjoy the challenges of meeting deadline and lead a team successfully.

STRENGTH & SKILLS:

Good analytical, interpersonal, communication & listening skills coupled with dedication and sincerity towards the assigned job.

**EDUCATION BACKGROUND:**

|  |  |  |  |
| --- | --- | --- | --- |
| Course / Degree | **Institute / Board** | **Year of Passing** | **Grade** |
| Bachelor in Commerce  | Mumbai University | 1997 |  |
| H.S.C | Maharashtra Board |  |  |
| S.S.C | Maharashtra Board |  |  |

**EXTRA QUALIFICATIONS**

\* Completed MS Office – Basic Computer Course (MS Word, MS Excel, MS Power Point & Internet)

\* Successfully completed Course of Diploma in Managing the Travels Business

\* Successfully completed Course of Magnum

\* Successfully completed Course of IATA Standard

\* Successfully completed Course of IATA Consultant

**TRAINING ATTENDED**

\* To Inplant Five Days Training from Amadeus

\* To Inplant Three Months Training at Sahar International Airport

\* To Inplant Training on Conducting IATA Foundation & Consultant Classes as Instructor with IATA Training Centre

**EXPERIENCE**

* Working as **“Branch Head & Business Development Manager”**  from December 2015 till date
* Worked as **“Division Head”** at Nikhba Tours & Travels Ltd. from June 2015 to November 2015
* Worked as **“Branch & Operation Manager”** at Murjan Travels & FCM Travel Solutions. from June 2007 to March 2015
* Worked as **“Team Leader”** at FCM Travel Solutions India Ltd. from March 2005 to June 2007
* Worked as **“Senior Travel Consultant”** at Carlson Wagonlit Travels. from April 2001 to March 2005
* Worked as **“International Counter Staff”** at SABAD Tours & Travels. from May 1998 to March 2001

**Handling 3 Major Key Responsibilities**

1. **Operations**
2. **Client Relationship Management**
3. **Team Management &Training**

\* Lead a team of 60 personnel in 3 branch across Qatar region

\* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and

 meeting of individual &amp; group targets.

\* Currently Associated Nokhba Travels (Division of Grand Mart Group of Companies), as Division Head

\* Handling complete functioning of operations, identifying improvement areas and implementing adequate measures

 to maximize customer satisfaction level.

\* Responsible as profit centre head, looking after 3 branch (2 in Sana’a and 1 in Aden), with staff strength of 27

 personnel.

\* Assisting and managing the department according to the established concept statement providing courteous,

 professional, efficient and flexible services; taking care of travel agents &amp; passenger enquiries.

 \* Conducting briefing &amp; debriefing of each shift and ensure that the staff is updated on all operational matters

 including delays, disruptions and contingency planning.

\* Using in-depth knowledge of travel destinations, transportation companies, hotels / resorts &amp; selling these

 services to clients.

\* Rationalizing manpower at all levels for obtaining optimal balance between top line and bottom line performance.

\* Receiving ticket requests from customers and providing the customers with value added services by giving extra

 information to help the customer.

\* Tracking customer complaints to understand requisites of the customers; troubleshooting as well as sort out all the

 non-routine customer complaints.

\* Building up strong customer relationship; maintaining excellent relations with clients to generate avenues for

 additional business.

\* Ensuring maximum customer satisfaction by closely interacting with potential clients to understand there

 requirements &amp; customizing products &amp; services with optimum resource utilization.

\* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high

 performance amongst team members.

**COMPETENCIES**

* Quick learner & adapts well to changes and pressure in work place
* Managing relationships & working efficiently with diverse groups of people
* Committed to meeting deadlines and schedules
* Leadership skills to lead projects & handle work independently

**LANGUAGES KNOWN**

English, Hindi, Marathi, Gujarati,

Basic knowledge – Arabic & French

**HOBBIES**

Travel,Reading, Making New Friends & Learing New Things

**DATE OF BIRTH**

20th June 1976

**REFERENCE**

Available on request

**PASSPORT DETAILS**

Expiry Date - 2023

**DECLARATION**

I hereby declare that the details furnished above are true to the best of my knowledge.

Mumbai