Arun

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| **Senior Level Profile - Travel Management**  *Over 26 years of experience and success in providing total travel solutions*  Expertise in all aspects of hospitality, tourism and travel for corporate, leisure and group clients ⧫ Adept at producing speciality travel programs ⧫ Outstanding communication and facilitation skills ⧫ Experienced in handling VIP, celebrity and high-profile clients ⧫ Conscientious, organized and articulate ⧫ Proficient in building and maintaining a good rapport with vendors ⧫ Ability to handle multiple projects simultaneously. |

**Core Competencies**

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| * Strategic & Logistical Planning **•** Client & Vendor Relations **•** Billing & Reconciliation **•** Airline contracting * Budgeting & Cost Control **•** Process Improvement **•** Hospitality & Travel Management **•** Marketing & Promotions * VIP & Celebrity Support **•** Team Leadership & Staff Trainings **•** Key account management **•**product development * YIELD AND REVENUE MANAGEMENT AND ANALYSIS * system process implementation |

**Work Experience**

**international travel services-galadari bros l.l.c**

**manager operations and business development-** *(Sep 2014-Till date)*

*Profile:*

* **Branch operations**
* **Business development**
* **Accounts receivables**
* **Client relationship management**
* **Airlines and vendor contracting**
* **Introduction of new processes and upgrading existing processes and systems**
* **Individual revenue and yield management**
* **Work force management**
* **Introduction of new products**
* **Staff trainings on regular basis**
* **Check on daily operational processes and systems**
* **Budgeting and cost control**
* **Promotion of inbound tours and MICE movements**
* **Promotion of outbound tours**
* **Promotion of Rail Europe GSA**
* **Promotion of SOTC products (GSA)**

**anta globalstar-dubai**

**manager Operations** **and Service Delivery-UAE** *(jun 2013-Jul 2014)*

*Profile:*

* **Managing 09 locations across UAE.**
* **Daily operations management and client servicing.**
* **Client relationship and management.**
* **Work force management.**
* **Introduction of new processes and improvement of existing process.**
* **Client and vendor relationship to increase P&L.**
* **Airline contracting to increase yields and maximise revenues.**
* **Individual Revenue and Yield management.**
* **Staff trainings and hiring.**
* **Product development.**
* **Switch Selling of multiple products.**

**Sahara Global**, Gurgaon

**Manager Operations - Pan India**, *(Sep’09 – Apr’13)*

*Highlights/ Achievements Snapshots*

* **Consolidated ticketing services from one centralised location for 9 branches all over India.**
* **Automated billing and refunds through CRS as compared to manual procedure earlier on Pan India level.**
* **Signed a number of corporate deals with domestic airlines. Negotiated good deals from International and domestic airlines for group movements**
* **Handled the entire logistics for the IPL(Sahara Pune Warriors) team in the company for the first time internally.**
* **Signed deals with new corporate clients like Prometric, Beekman Helix, Marks & Spencer,Bausch & Lomb**
* **Handled the costing and logistics for large groups like 25 pax group of Sahara India Pariwar to Singapore in 2009, 450 pax dealer incentive tour of Bosch group from all over India to Goa in 2009, 250 pax group of Bausch and Lomb annual conference held in Goa in 2011 and 450 pax dealer incentive group of St.Gobain to Hongkong and Macau in June 2012.**
* **Implemented basic and advanced training on Amadeus CRS and installed systems even in non IATA branches for staff.**

**International Travel House,** Gurgaon / New Delhi

**Manager Operations**, *(Dec’02 – Aug’09)*

*Highlights/ Achievements Snapshots*

* **Worked at the NDTV implant, handling their complete travel arrangement.**
* **Ensured updating of the ticket stocks, hotel and airline vouchers as per ISO standards of the company.**

**Carlson Wagonlit Travels**

**Team Leader**, (*Aug’00 – Dec’02)*

*Highlights/ Achievements Snapshots*

* **Handled the Honeywell International and UOP implant in Gurgaon. Took care of all their travel related services.**
* **Worked at the WHO implant with IATA location. Provided travel related services to the senior staff of WHO, including the Regional Director for South East Asia, State Dignitaries, Ministers and Members of the SAARC Nations and WHO Directors from other regions. Also serviced the WHO staff worldwide and provided tickets wherever needed at cost effective rates. Assisted in airport transfers for senior dignitaries both at departures and arrivals.**

**Rosenbluth International**

**Key Accounts Manager**, *(Dec’98 – Jul’00)*

*Highlights/ Achievements Snapshots*

* **Managed the Company’s most important account - “Rotary International”.**
* **Handled the international, domestic, rail bookings in addition to hotel reservations and other related travel services. Met the top brass of Rotary International in India viz Past Presidents, Directors, Board Trustees and other important Rotarians.**

**Key Deliverables throughout career path**

* Receive and process travel request from leisure, corporate and VIP clients.
* Responsible for booking travel itinerary and communicating details to the traveller
* Negotiate corporate preferred travel rates with travel vendors and hotels
* Issuance of tickets as per procedures and following agreed SLA's with corporate.
* Determine convenient and effective travel schedule and updates travel plans to traveller for approval
* Conduct research via internet and websites to prepare travel arrangement
* Client/Corporate interaction and support in business development to sales staff
* Checking of correct billings for tickets issued and refunded
* Checking of ticket stock on CRS and regular product training to staff
* Prepares travel expenses statement and updates the same to the clients and corporate clients
* Checking up on receivables from clients
* Provides guidance to clients on passport and visa requirements, rates of currency exchange, overseas health insurance, international calling cards and import duties.

**Other Assignments**

**SITA World Travel (I) Ltd**

**Executive**, *(1995 – 1998)*

**Surya International**

**Counter assistant**, *1989 to 1995*

**Credentials**

**Academics**

Bachelor of Arts, (Humanities), Delhi University, 1988

**Professional Certifications**

Diploma in ticketing and travel from India International Trade Centre, New Delhi-1988

Certificate in Basic and Advanced Automated Ticketing from Galileo, New Delhi-1999

Certificate in Basic and Advanced Ticketing from Amadeus, New Delhi-1995

**Trainings Attended**

IATA Workshop on BSP Procedures & BSP link-Sep 2003

IATA Workshop on New Fare Construction Rules-Jan 2005

Marriott Product Orientation-Jan 2004

Mariott Hotel Excellence Training Program-Feb 2004

**Personal Digest**

**Date of Birth:** 31st March 1967

**Languages Known:** English/Hindi