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**OSCAR**

Dubai, UAE – Employment Visa

Email: Oscar.346115@2freemail.com

Nationality: Indian, MS: Married

**CAREER OBJECTIVE**

**A senior-mid** level management position with an established organization in the fields of **Travel Operation and Aviation Industry,** **Hospitality Organization and Operations Management.**

**CAREER SUMMARY**

Top class **Travel Agency Operation Branch Manager** with **20+ years** of experience managing a profitable branch operation consistent with company standards in the areas of developing new business through an active new sales program, customer service, agent productivity, profitability, and operating procedures. Huge experience in all aspects of travel industry operations, destination management sales, personnel training & management, establishing & maintaining key client accounts, increasing revenues, ensuring quality customer service, coordinating special promotions, utilizing referrals, & related marketing activities. Proven ability to improve operations, impact business growth and maximizing profits through achievements in finance management, cost reduction, internal control, and productivity/efficiency improvements. Acting as a liaising between customer and airline-airport personnel to provide timely information concerning flight schedule, close outs, standby, connections, and payment, ticket exchange and refunds. Experienced in meeting planning, strong organizational skills, coordinating details for corporate clients, & related hospitality services. Fluent oral & written communication skills in managing retail travel agency, supervising teams, managing business travel, selling travel plans & assisting customers.

* **Performance Improvements**
* **Corporate Communications**
* **Team Building & Empowerment**
* **Organizational Development**
* **Travel Operations**
* **Process Improvement / Quality Issues**
* **Training program implementation**
* **Facilities Management**
* **Excellent problem solving skills**
* **Operational Planning**
* **Operations Management**
* **Technical Leadership**
* **Project Control & Evaluation**
* **Project Planning & Implementation**

**EMPLOYMENT EXPERIENCE**

Dream Adventure Tourism – **March 2015 to Present**

**Business Development Manager**

* **Job Responsibilities:**
	+ Selling travel products and tour packages.
	+ Bring in Corporate Business for Dream Adventure Tourism.
	+ Responsible for prospecting and closing new business as well as maintaining and renewing existing business by fostering client relationships and maintaining good contacts.
	+ Attend to these corporate as well as serve elite and prestigious clients and personally take care of all travel, hotel, holiday packages, International cruises, and International safaris to their utmost satisfaction.
	+ Enthusiastic communicator with proven analytical skills to develop Business.

Clover Travel and Tourism LLC – **Feb 2013 to March 2015**

**Travel Operations Manager**

* **Job Responsibilities:**
	+ Responsible for fully setting up the Travel Agency, both Inbound UAE and Outbound Globally.
	+ Insightful experience of 21 years across facets of Sales, Marketing, and Business Development Operations.
	+ Promoting and marketing the business, sometimes to new or niche markets.
	+ Managing budgets and maintaining statistical/financial records.
	+ Selling travel products and tour packages.
	+ Sourcing products and destinations to meet consumer demands for bespoke travel and sustainable tourism.
	+ Competent multitasked extremely Honest who adheres to proper accounting policies and procedures.
	+ Big picture visionary with ability to understand how daily operations shape results and goals.
	+ Exceptional problem solver and decision maker with diverse expertise in Marketing and an expert in management information system, maintenance of customer relations and market survey.
	+ Proactively identify and implement solutions to constantly improve service levels and performance.
	+ Develop forecasts, financial objectives and business plans.
	+ Locate areas of improvement and propose corrective actions that meet challenges and leverage growth opportunities.

Al Rais Travel Dubai – **Dec 2003 to 2013**

Al Rais Travel & Shipping Agencies LLC is one of the leading travel companies in the UAE with 21 branches and 14 GSA outlets. They have been in the business for over 25 years with strong financial backing and impeccable reputation. They also have their own cargo and airline division.

**Travel Operations Branch Manager**

* **Job Responsibilities:**
	+ Lead and develop team leaders or travel consultants in delivering travel agency operational services at agreed service levels consistent with company standards while optimizing performance.
	+ Manage, motivate and provide direction to direct reports to achieve agreed targets.
	+ Maximize team productivity through ongoing reporting, feedback and counseling.
	+ Share knowledge with other branches & headquarters on effective practices, competitive intelligence, business opportunities & needs.
	+ Goal setting, review and appraisal process of team leaders
	+ Independently plan direct and oversee ALL travel, tourism, cruise, safari and holiday packages of the Alrais travel outlet at ART Tower/Call Center, Mina Road, and Bur Dubai.
	+ Handled and managed a team of 20 Travel Consultants who service corporate accounts as well as walk-in clients.
	+ Bring in Corporate Business for the Call Center of Alrais Travel.
	+ Attend to these corporate as well as serve elite and prestigious clients and personally take care of all travel, hotel, holiday packages, cruises, safari’s to their utmost satisfaction.
	+ Meet with airline, tour and hotel service providers from all over the world to develop and ensure that we are availing of the best products and rates in the market.
	+ Plan and conduct training for fresh recruits from overseas and swiftly get them used to and adapted with the local market.
	+ Motivate staff to ensure that suitably qualified and skilled resources are available to provide efficient and effective services.
	+ Provide direction and guidance to the Performance and Improvement of the team, ensuring that objectives are clearly established, understood and that there is a commitment to accountability and delivery in line with the company service policy.
* **Additional Information:**
	+ Keeping in strictest confidence/secrecy all documents/information pertaining to the company.
	+ Handling workload pressure smoothly and efficiently. Keen interest and propensity to learn various activities and functions. Able to work independently with initiative and minimum supervision and guidance.
	+ Achieved a target of 400% above the projected target in the year 2012.

Intercol, International Travel Bureau – **1991 to 2003**

Intercol, a widely diversified and multi-faceted company involved in a myriad of activities is an ISO 9002 Certified Firm. International Travel Bureau is a division of Intercol to which I was a Travel Consultant.

**Travel Consultant**

* **Job Responsibilities:**
	+ Responsible for setting up and maintaining the Business Corporate cell which exclusively handled corporate clientele. Airline and hotel reservations for commercial accounts as well as individual clients.
	+ Familiar with changes in airline fares & travel related products, monitoring activities of competition and preparing quotations for clientele.
	+ Networking with tour operators.
	+ Providing travel information to clients.
	+ Managing customer issues.
	+ Displaying promotional material.

**EDUCATION & CERTIFICATION**

* **IATA/UFTAA Advanced Course**
* **IATA Certificate in revalidation of Advanced Fares and Ticketing**
* **IATA/UFTAA Standard Course**
* **IATA/UFTAA Standard Course through the Gulf Academy Bahrain**
* **IATA/UFTAA Customer Services Course**
* **IATA Travel Agents Marketing Course**

**SPECIAL SKILLS**

Worked on SABRE, GALILEO and AMADEUS Reservations System.

* ***Strength –***

Self-motivation and honesty.

Decisive and forward thinking, with strong vision and strategic capability.

Ability to network and liaise with clients at every level.

Capable of operating within highly competitive industries.

Excellent communication skills both written and verbal.

Motivational and credible with highly effective interpersonal skills.

Ability to persist with a task until objective is achieved.

Strong and quick acquiring of new technologies.

**PROFESSIONAL REFERENCES**

* **Available upon request**