Anupam

I have over fifteen years of experience in the Hospitality and Travel & Tourism industry. My experience as a service industry professional involved handling the operations on the floor in a large hotel, handling sales and customer relations with large travel related corporations. Currently I am managing a travel business. I have grown the business turnover over several times in the past years with the company

I have hands on experience in the service industry. My strengths lie in designing customer friendly initiatives, managing customer relations and responding to their expectations.

December 1997 to date Mercure Travels and Holidays

As the head of Operations and customer relations I am responsible for managing Customer Relations, provide customized solutions , negotiate service contracts with potential customers and contracts renewing.
Have designed and implemented customer friendly service programs, tied-up with corporates, agencies and hotel chains across the country.
Have helped various clients in formulating , designing and implementing inhouse travel policies through methods like a tri party agreements.

July1995 to November 1997 SAS - Scandinavian Airlines System

Senior Sales Executive

Setup the Corporate Sales Department under the global objectives as laid down by SAS Worldwide. Was responsible for corporate sales for all offices of SAS in India. Designed and launched customer benefit programs, and promoted SAS products and services to the top corporate houses and travel agencies. Organized roadshows for SAS and was responsible for tie-ups with hotels for connecting point services.

Joined SAS as a Sales Executive and was promoted, in less than year, to Senior Sales Executive. Underwent several corporate training programs at the corporate headquarters in Copenhagen like Key Account Management, Selling with Impact and Front-line Sales and Reservations.

November 1993 to June 1995 Damania Airways

Sales Officer

Was responsible for generating and maintaining business from travel agents and formulating policies for their corporate clients.

June' 91 to November '93 WG Maurya Sheraton Hotel And Towers

Shift Supervisor

Worked as Shift Supervisor in the Food and Beverage Service Department, looking after the entire operations of the shift.

Received recommendations from several high profile customers of the hotel. Was recipient of the 'Latest greatest of the year' award as an employee .

Education

1994. Post Graduate Diploma in Business Management (Specialization in Marketing Management) from IMT, Ghaziabad, India
1992 Bachelor of Arts (Sociology and Public Administration)
Osmania University ,Hyderabad, India
1991 Graduate - Hotel Management
Institute of Hotel Management ,Pusa ,New Delhi, India

Hobbies and Interests

Traveling, Listening to music, Formula 1 racing

Personal Details

Date of Birth: December 16, 1969
Marital status: Married
Nationality: Indian

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References available on request