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

Contact Details  
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References available on request