# **VAIBHAV**

**OBJECTIVE**

Seeking a leadership position in an organization where I can contribute to its growth and at the same time increase my knowledge and efficiency along with giving a sound financial support to myself.

**PROFILE**

A flexible and skilled professional with first-class experience in developing and improving Travel & Administrative operations. A determinate manager with outstanding communication, negotiation and people management skills.

**ACADEMIC QUALIFICATION**

* Diploma in IATA/UFTAA Foundation Course (Montreal) (Sep 2007).
* **T. Y. Bcom**(March 2010) with First Class from YCMOU, Nasik.

**PROFESSIONAL QUALIFICATION**

* Vast experience working in a corporate travel environment.
* Familiarity with computer systems and applications.
* Strong working knowledge of travel industry.
* Excellent presentation and communication skills.

**WORK EXPERIENCE**

* **Melcom Travel And Tours Ltd(Ghana) Oct 2015 - Present**

Travel Head

* Heading Business for Ghana Market for all the travel products.
* Handling corporate client for Flight Tickets, Visa Formalities, Forex, Car Rental etc.
* Taking care of all Travel need for Melcom Group of companies.
* Negotiating corporate deal with Airline and Hotel to get best rate.
* Initiating new process to minimize the expenses and Increase profit.
* Doing strong follow up with corporate clients for regular payment.
* Taking Care of ADM and ACM through BSP.
* **Thomas Cook India Pvt Ltd Sep 2014 - Oct 2015**

Corporate Travel Manager

* Supervising day-to-day operations (staffing, training, cost control, customer relations, and development).
* Addressing and resolving traveller concerns.
* Facilitating implementation of travel best practices.
* Ensuring process improvement of operations.
* Making recommendations on process & policy changes for cost saving.
* Managing team of corporate travel consultants.
* **Satguru Tours & Travels : (Nigeria, Lagos) Jun 2013 – Aug 2014**

**Operations Manager**

* Ensuring timely delivery of services to clients requirement as per contract.
* Directing team to get smoother transactions in timely manner and reducing the cost and effort with the help of smart ticketing
* Conducting training and refreshers sessions for team
* Reconciling the accounts on weekly basis to get the payments on time
* Conducting the meetings with the different airlines to get best deal enabling client satisfaction.
* Ensuring correct information and fare options provided to the client as per their requirement to get conviction.
* Offering 24/7 services to gratify the cliental.
* Managing reservations, ticketing, cancellations & amendments for corporate & individual clients.
* Making Daily Sales Report on daily basis to have the track of the transactions.
* **Jones Lang Lassalle: May 2012 – Jun 2013**

**Assistant Manager – Travel & Admin (Client Site Flipkart.com)**

* + Provide good travel option within company policy
  + Ensure total travel for i.e. ticket, airport transfers and hotel stay.
  + Ensure all bills are processed &coordinated with finance team in time with adequate supporting’s for timely payments to vendors & smooth working of the Travel desk.
  + Handling the air and hotel transactions.
  + Evaluating cost savings options
  + Leading and monitoring Amex daily operations and handling day to day operations
  + Maintaining dashboards and checklist
  + Handling service level escalations
  + Negotiating Rates with Vendors
  + Preparation of various reports
  + To monitor & keep track of the work flow of Travel Desk.
  + Managing PAN India operations.
  + Continues search for new vendors, service providers for best service & competitive rates.
  + Make sure all the team members are working as per the process.
* **Infiniti Software Solution: Dec 2010- May 2012**

**( Entity of Infiniti Travels (AT YOUR PRICE)**

**Assistant Manager – Account Management**

* + Account Management
  + Providing Training to new system users.
  + To liaise with corporate contacts, build and develop relationships
  + To assist with the preparation of contractual agreements and ensure that these are fully adhered to.
  + Develop and execute account plans for key customers
  + Establish in-depth relationships with customer/organizations
  + Understanding customer requirements and deliverables.
  + Ensure high degree of client satisfaction to grow the account and win repeat business
  + Prompt responsiveness to clients as well as internal teams
  + Reviews all major deliverables (i.e. strategic brief, function spec, tech spec, etc.) to ensure quality standards and client expectations are met.
  + Ensures that client issues are dealt with in an efficient manner.
  + Negotiating and contracting with Agents, Hotels, service apartments, Guest House.
  + Bill payments, vouchers & various claims are sub activities of the post.
  + Preparing MIS reports as per client requirement.
* **Cleartrip.Com : Feb 2008- Nov 2010**
* **Sr. Executive**
* Managing reservations, ticketing, cancellations & amendments for corporate & individual clients.
* Ensure regular updates of Airlines New Fares / rules / on to our website and through knowledge of all airline rules/ fares/sectors. Build rapport with Abacus, Galileo, Airlines and with Suppliers to get any updates.
* To escalate issues with regards to booking errors. To report all errors on website/transaction manager using tools like excel sheet, online transaction manager, JIRA, LCC websites.
* Make backend checks to ensure ticketing is running smoothly. To ensure reporting of offline bookings to accounts is done on a timely basis. Handle CST queries and become SPOC for CST queries.
* To adhere to reporting and maintenance of data. Maintain timely regular updates and maintenance of historic data.
* Also finding fraud suspects which try to misuse the Web site by using the unauthorized credit card.
* **Adventity : Jul 2007- Jan 2008**
* **Customer Care Executive: Ezeego1.Com**
* Making reservations, cancellations, and amendments on call.
* Sorting customer’s queries.
* Selling non air products to customers.

**PERSONAL DETAILS**

Date of birth **: 5th December, 1984**

Email Id **:** [**vaibhav.359656@2freemail.com**](mailto:vaibhav.359656@2freemail.com)

Nationality **: Indian**

Marital Status  **: Married**

Mother tongue **: Marathi**

Languages known **: English, Hindi, Marathi**

**DECLARATION**

I hereby declare that above information to be true to the best of my knowledge.

DATE: Vaibhav