Joshy

Joshy..364798@2freemail.com

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**The Human Resource/ General Manager,**

Dear Sir,

 **I am seeking a challenging position of a General/Sales Manager in your organization that can effectively use my knowledge and skills.** The enclosed resume details my experience and accomplishments in the same.

As a candidate I bring along over 26 years **Sales & Marketing Management experience in TOURISM/ AIRLINE industry** **developing, directing, and implementing sales, marketing, public relations, business development & operational management strategies and** this letter is to introduce myself to you so you can determine how I may be beneficial to your company. Some of my strengths include:

* ***Strategic and tactical Sales & Marketing Planning***
* ***Key Account Management***
* ***Relationship Management***
* ***Identify and pursue new business opportunities***
* ***Forming Strategic Partnership & Alliances***
* ***Promotional Campaign Planning and Management***
* ***Team Building and Training***
* ***Thorough Knowledge of SABRE, & GALILEO***

In closing, let me take this opportunity to express my sincere thanks for your valuable time and consideration in this important career opportunity. I would appreciate a personal interview at your convenience to discuss in greater detail how my expertise would be of mutual benefit.

Joshy.

#### Sales & Marketing/ Customer Service Management Professional …… ……………….Tourism/ Airline Industry

**Highly professional Sales & Marketing/ Customer Service Management professional with over 26 years experience TOURISM/ AIRLINE industry** **developing, directing, and implementing sales, marketing, public relations, business development, & operational strategies**. Track record of crossing set targets and creating new benchmarks for sales team. Accomplished qualifications in identifying and capturing market opportunities to accelerate expansion, increase revenues and improve profit contributions. Sales background includes selling to corporate accounts and interacting with top-level decision-makers. Qualified to present, negotiate and secure contracts with large revenue producing accounts. **Demonstrated track record of success in surpassing market competitors, aggressively increasing market share, and driving profit margins to new heights.** Strategic and creative thinker with effective communication and writing skills. Adept at establishing effective working relationships with clients and colleagues. Committed to performing professionally and effectively to contribute to the success of the company. **Seeking an opportunity with an Airline/ Multinational Company / Reputable Group where my skills and experience will have a valuable impact.**

***Key Management Strengths***

|  |  |
| --- | --- |
| * *Identify and pursue new business opportunities*
 | * *Building and maintaining core business and assessing new direction*
 |
| * *Strategic and tactical Sales & Marketing Planning*
 | * *Strategic Partnership & Alliances*
* *Thorough Knowledge of SABRE, & GALILEO*
 |
| * *Operations Management*
* *Market Research & Analysis*
 | * *Promotional Campaign Planning and Management*
 |
| * *Key Account Management*
* *Customer Relationship Management*
 | * *Persuasive Communications and Negotiations*
 |
| * *Team Building and Training*
 | * *Budgeting & Sales Forecasting*
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*Academic Achievements*

 **Master of Business Administration (ongoing)**

Sikkim Manipal University, India

**Bachelors of Commerce –**

Calicut University, Kerala, India

##### Computer Proficiency

Good knowledge of: MS-OFFICE (WORD/ EXCEL / POWERPOINT)

##### Career Progression

***M/S Voyello Travel Solutions January 2013 to Till date***

*Joined as a Manager for Travel and Tours business in Kerala.*

***M/S Popular Tours & Travels August 2010 to September2012***

*Joined as Manager and set up full travel division and applied for IATA Accreditation and prepared full budget and achieved top and bottom line, reporting to Managing Director, worked as a good team manager.*

***M/S Manappuram Tours & Travels August 2009 to June2010***

*Chief Manager*

*Joined as Senior Manager in Travel division and promoted as Chief Manager in Manappuram Group, done full setting of Travel division and applied for IATA Accreditation and done all paper works for the same and started issuing tickets through almost 2500 branches through portal, well managed the entire division*.

**M/S ALMANAR TRAVEL&TOURS LLC Muscat, Sultanate of Oman July-2008 to June2009**

**Commercial Manager**

Brought up by Sponsor to set up full Travel division, and performed well, directly reporting to the Managing Director.

* **Overseeing the complete** Sales, Marketing and Managing Operations and working closely with management, staff and customers to position the company for continued growth and market expansion.
* **Achieved consistent growth in the Annual Sales Revenue by strategizing business development efforts to outperforming.**
* **Responsible for an Annual Turnover of around 1.2milion RO.**
* Planned, developed and implemented tactical sales & marketing strategies to enhance growth and profits, opened major accounts, and fulfilled corporate objectives of building sales revenues and increasing account profitability.

M/S Moon Travels LLC Muscat, Sultanate of Oman July-2000 till May-2008

Branch Manager Dec-2004 till May-2008

Sales Executive (M/S Air Tanzania, GSA, Moon Travel LLC) Jan-2004 to Nov-2004

*Sales Executive cum Travel Consultant July-2000 to Dec-2003*

Based on past achievements was brought on board in the year 2000 by **M/S Moon Travels, One of the leading Travel Agency in Sultanate of Oman** as a **Sales Executive & Travel Consultant initially** and based on dedication and attention to detail was promoted to the position of Branch Manager **in the year 2004.** Directly reporting to the General Manager and supervising staff.

* **Overseeing the complete** Sales & Marketing Operations and working closely with management, staff and customers to position the company for continued growth and market expansion.
* **Achieved consistent growth in the Annual Sales Revenue by strategizing business development efforts to outperforming corporate targets every year of tenure.**
* **Responsible for an Annual Turnover of around 1.6milion RO.**
* Planned, developed and implemented tactical sales & marketing strategies to enhance growth and profits, opened major accounts, and fulfilled corporate objectives of building sales revenues and increasing account profitability.
* Repeatedly recognized for excellence in sales, with a consistent history of meeting or exceeding quota.
* Actively involved in creating different products and services to attract customers in a very competitive market.
* Proved the ability to architect and solidify win-win outcomes under difficult circumstances of cutthroat competition.

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* **Revitalized and strengthened relationships** with top management of multinational/ international companies, which accelerated revenue growth **and improved, market position**.
* Negotiated best prices and discounts with airlines & hotels abroad to offer cheapest and the best packages to the customers.
* Performed regular visits to **Major Accounts, reaffirming business relationships,** to promote product and boost sales.
* Maintained a **positive, motivated, and efficient environment, fostering maximum sales efforts, diversified selling strategies,** and excellent customer service**.**
* Supervised, trained, and coached top-performing sales team and engineered motivational incentive programs and sales consolidation process.

**M/S Lilan Tourism & Cargo Ajman, UAE**

Sales Executive Jan-2000 to April-2000

* Effectively managed the sales territory, maintained consistently high yields and customer satisfaction.
* Spearheaded and grew sales revenue in a very short period of time.
* Developed and maintained positive and professional relationship with Major Accounts in and across Ajman.
* Performed regular visits to Major Accounts, reaffirming business relationships, to promote product and boost sales.
* Maintained hands-on responsibility for cold calling to initiate and develop new business and grow accounts.
* Maintained market share and business development by analyzing and cross check competitor’s activity & showed consistent growth as well.

**M/S Supreme Travels Kerala, India April-1990 to Dec-1999**

Sales Manager Jan-1994 to Dec-1999

*Sales Executive April-1990 to Dec-1993*

Selected as a Sales Executive for M/S Supreme Travels in the year 1990 and was soon promoted to the position of Sales Manager in the year 1994 basis of performance. Reporting to the Managing director and managing staff.

* **Exceeded Sales Targets consistently** and developed existing customer by proactively anticipating and meeting their needs with view of long-term business relationship.
* Spearheaded and grew annual sales revenue from INR 7lakhs to INR 16lakhs in a very short period of time.
* Planned strategies to target and develop new accounts while maintaining existing accounts; successfully opened up several major profitable new accounts. Maintained excellent client relations and target driven approach.
* Developed and maintained positive and professional relationship with major corporate clients in the region.
* Maintained hands-on responsibility for cold calling to initiate and develop new business and grow accounts.
* Interacted with customer’s negotiated contracts and prices. Prepared Reports and maintained periodic reviews of industry trends and happenings.
* Performed market research to identify market opportunities for new and existing products and services keeping a close eye on competitor’s products and services.

##### Professional Courses & Training Attended

* Successfully completed **Diploma in Travel & Tourism**.
* Successfully completed **Diploma in IATA Senior Management**, Montreal, March 2005
* Successfully completed **Diploma in IATA Management**, Monteral, September 2004.
* Certificate of attendance for a Workshop on **Superior Customer Service** Conducted by Oman United Agencies LLC.
* Certificate of attendance for a Workshop on **Service fee- Making Zero work For You** conducted by TRS & Galileo Oman.
* Certificate of attendance in **Galileo Fares & Ticketing**.
* Certificate of attendance in **Sabre Fares & Ticketing**.
* Certificate of attendance in **Sabre Air Suite(SAS).**
* Certificate of attendance in **Hotel Sales specialist by MARRIOTT**.