**Deepti**

**E-Mail:**  deepti.369744@2freemail.com

 **INTERNATIONAL TRAVEL OPERATIONS & Sales**

A result oriented professional with more than **6 years**of experience in **Travel Operations/Sales and Team Management**. Last worked with **TUI, Gurgaon, Sector-44, as a “Sr. Executive”** in Customer experience team**.** Instrumental in delivery of high-quality customer experience while adhering to SLAs & managing cost-effective product operations. Proficient in handling client queries & providing required information to the client. Deft in rendering travel solutions to corporate clients through dedicated service& professional excellence. An effective communicator &negotiator with strong analytical and organizational abilities.

**ACADEMIA**

|  |  |  |  |
| --- | --- | --- | --- |
| **EXAMINATION** | **INSTITUTION** | **SUBJECT** | **PERCENTAGE/GRADE** |
| MBA | IIPS - DAVV | TOURISM | 8.13 |
| B.SC | DAVV | BIOTECH | 63% |
| XII | CBSE | BIOLOGY | 58% |
| X | CBSE | BIOLOGY | 73% |

**IT FORTE**

* Well versed with Microsoft Office & other MS- tools.
* Well versed with online Ticketing software(CRS -Amadeus & Galileo )
* Well versed with the Internet and other useful tools.
* Handy knowledge of Ms- Excel.

**CAREER FORTE**

**Jan’16 till to Mar 17 TUI India “Senior Executive”**

**Responsibilities:**

* Ensuring a high-quality customer experience by providing end to end solution.
* Liaising with operations and visa team for on time handover and query of customer.
* Helping seller with destination details to close deal with guest.
* Maintain records for all data includes files, Up sale, visa and payment.
* Maintain margin in file or increase by up sell/cross sell.
* Handled Escalation pre tour/on tour and convert into satisfied customer.

**Sep’14 to Dec 15 Yatra Online Pvt. Ltd “Executive- International Operations”**

**Responsibilities:**

* Providing visa Facilitation and promoting and marketing the business.
* Maintaining statistical and financial records.
* Dealing with customer queries and complaints.
* Achieve GOP target
* Day to Day operations - Dashboard, Daily sales report, Booking Registers, Rooming list,
* Briefing sheet. Management of inventories -Plex, Updation of Plex/HT for Pricing,
* Maximizing GOP with on ground consolidation.
* Supplier co-ordination for day to day ops.
* Closing all Land Service Invoicing from DMCs.
* Correctly updated Invoices as per service provided.
* Maximize Customer Delight: Minimize escalations
* Floor Support
* Booking complete Holiday Packages which includes;
1. Hotels inclusive of meals taken by the client.
2. Transfers either on Pvt. Basis or either on Seat-In-Coach basis as per the requirements’
3. Tours and additional activities and other excursions.
4. Air Tickets

**Achievements*:***

* Got certificate of appreciation as `Hot Shot’ for the month of Jan’14 for best Quality.
* Got certificate of appreciation as `Hot Shot’ for the month of Feb’14 for best Performer.
* Got many appreciation mails from lot of delighted customers.

**Jan’13 to Jul’14 Capital Via Business Analyst**

**Responsibilities:**

* Ensuring a high-quality customer experience while adhering to the SLA and work processes; monitoring as well as maintaining TAT and quality scores of branch.
* Managing customer centric operations, forwarding customer instructions to the concerned department & ensuring customer satisfaction by achieving delivery & service quality norms with minimum TAT.
* Maximizing & retaining customer satisfaction level by on time delivery, monitoring customer complaints, providing efficient services; handling customer grievances; and resolving their issues for customer retention

**Achievements:**

* Achieved more than 200 % of my targets continuously every month.
* Won almost all running contests over the floor.
* Two times got a chance to have dinner with the director of the company.

**April’11tillNov’12 Jose Travels Executive**

**Responsibilities:**

* Client Acquisition for financial products as per the target.
* Getting leads through LMS (Lead management System) and generate new customers through these leads.
* International Ticketing & visa consultations
* Generating new customers through calling on web leads and data.
* To handle sales promotion activities from time to time.
* Outbound packages- Sales and operations.

**Jul’10 till Mar’11 Garha Travels Executive Sales and Ticketing**

**Responsibilities:**

* Ticketing on Amadus and Galileo
* PNR creation while making sure of getting lowest cost.

**SUMMER INTERNSHIP:**

* Successfully completed summer internship in Thomas Cook India Limited, Udaipur Branch from May 2009 to July 2009

Regards

 (Deepti)