**SALONI**

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| **CAREER OBJECTIVE** |

To succeed in an environment of growth and excellence that provides satisfaction and helps in development of skills and achievement of personal as well as organization goals.

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| **SUMMARY** |

A focused, goal oriented, self-motivated and adaptable individual specialized in Travel and Tourism Operations, Customer Interfacing and Management.

Have extensive 4 years’ experience in costing and constructing itineraries into B2B & B2C sales, product analyst, technical troubleshooting and maintenance support on SABRE (GDS) platform for international airlines mainly Etihad airways, Virgin Australia, Jet Airways, Air Seychelles.

Currently working as a Manager- Social Media Marketing and Online Retail for Bomull India.

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| EDUCATION |
| **•** | 2014 - Masters in Tourism Administration (MTA) from Christ University Bangalore, India | **73%** |
| **•** | 2010 - Bachelor of Arts –Tourism from College Of Vocational Studies, Delhi University, India | **63%** |
| **•** | 2007- Intermediate from ASN Sr. Sec. School, New Delhi, CBSE Board, India | **84%** |
| **•** | 2005 – High School from ASN Sr. Sec. School, New Delhi, CBSE Board, India | **75.8%** |

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| ADDITIONAL QUALIFICATONS |
| **•** | 2010 - Diploma in Computerized Reservation System (CRS )- Galileo from Trade Wings Institute Of Management , New Delhi, India |
| **•** | 2009 - Certificate Course in German Language from Max Mueller Bhawan, New Delhi, India |

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| **WORK EXPERIENCE** |
| **Bomull India, India** | **Manager- Social Media Marketing and Online Retail** | **Feb 2017 – Present** |
| **About the company** | * Bomull India is a manufacturer, exporter & supplier of wide range of home furnishing products like Curtains, Cushion covers, Bedspreads, Bathroom mats, Bed Linens, Table & Kitchen Linens, Hand Tufted carpets.
* Established in 1998, the company have been able to attain a significant position in the International market due to its product’s varied style, designs, patterns and color combinations.
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| **Key Responsibilities** | * Manage social media marketing campaigns and day-to-day activities
* Develop relevant content topics to reach the company's target customers.
* Create, curate, and manage all published content
* Generate, edit, publish, and share content on social media
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| **Sabre Travel Technologies, India** | **Product Analyst** | **Feb 2016 – Feb 2017** |
| **About the company** | * Sabre is a leading technology solutions provider to USD 8 Trillion travel industry. Their technology and data-driven solutions help their airline, hotel and travel agency customers grow their businesses and transform the traveler experience.
* Headquartered in Southlake, Texas, USA, Sabre serves customers through cutting-edge technology developed in six facilities located across four continents. The company operates three businesses: [Sabre Airline Solutions](https://www.sabre.com/our-businesses/sabre-airline-solutions/%22%20%5Co%20%22Sabre%20Airline%20Solutions), [Sabre Hospitality Solutions](https://www.sabre.com/our-businesses/sabre-hospitality-solutions/%22%20%5Co%20%22Sabre%20Hospitality%20Solutions), and [Sabre Travel Network](https://www.sabre.com/our-businesses/sabre-travel-network/%22%20%5Co%20%22Sabre%20Travel%20Network).
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| **Key Responsibilities** | * Initiate first point of contact for assistance to airline customers using Sabre products and solutions.
* Call identification, escalation, and coordinating problem resolution, as needed, following documented procedures.
* Conduct first level problem analysis and diagnostics, recording call information, maintaining histories and resolutions in Siebel as required.
* Making conscious effort to contribute value-added service and ideas to our customers.
* Demonstrate independent problem solving as well as effective team skills.
* Collaborate with the development of new team members by being part of the mentor program and assist in OJT process
* Ensure accurate distribution of work volume among the team
* Demonstrate sense of urgency for sensitive issues
* Handle critical issues, communicating with other teams during the problem resolution process and communicating (notifications) to internal and external customers
* Participate in customer visits and cutover support
* Provide overall technical troubleshooting and maintenance support to the airlines
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| **Samsung R&D Institute, Bangalore, India** | **Senior Associate** | **Sep 2015 – Jan 2016** |
| **About the company** | * Samsung R&D Institute India - Bangalore (SRI - Bangalore) earlier known as Samsung Electronics India Software Operations (SISO) is one of the 24 Research & Development centers of [Samsung Electronics](https://en.wikipedia.org/wiki/Samsung_Electronics) Co. Ltd., housed in the IT hub of India, Bangalore. SRI - Bangalore today is a Private Limited Company, headquartered in Bangalore, India.
* The organization has executed close to 300 projects. It currently houses more than 2500 employees involved in research and development.
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| **Key Responsibilities** | * Handle administrative requests and queries from senior managers
* Plan and schedule meetings and prepare meeting minutes
* Draft and communicate memos and circulars to all business units (BUs)
* Prepare, submit and reconcile weekly operational expense report
* Update & circulate company policies and procedures
* Support company travel operations
* Coordinate between internal stakeholders and clients
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| **ABB India Pvt. Ltd., India** | **Associate Admin** | **June 2014 - Sep 2015** |
| **About the company** | * ABB (ASEA Brown Boveri) is a Swedish-Swiss multinational corporation headquartered in Zürich, Switzerland, and is a pioneering technology leader that works closely with utility, industry, transportation and infrastructure customers to write the future of industrial digitalization and realize value. The company employs 140,000+ resources and operates in 100+ countries.
* Today, ABB stands as the largest supplier of industrial motors and drives, the largest supplier of power grids and the largest provider of generators to the wind industry.
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| **Key Responsibilities** | * Support administrative operations, handle internal queries, monitor, maintain and reorder back office inventory
* Consolidate, reconcile & prepare expense report, budgets for regional corporate HQ
* Manage conference room, reserve facility, inform organizer & invite attendees
* Support Corporate HQ travel operations
* Organize corporate conferences and events
* Support HR department with ‘Middle Manager Program’ event & road show
* Coordinate, prepare & distribute certificates from legal department for trainees attending legal trainings.
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| **VIA.COM, India** | **Travel Executive**  | **Aug 2011- May 2012** |
| **About the company** | * Launched on July 28th, 2006 as flightraja.com and incorporated in Feb 2007, Via has silently revolutionized the Indian travel industry. Today they are present through 20,000 partners across 2,400 towns and cities of India with 40+ million customer base
* Via has 650+ resources based out of Bangalore HQ and sales function in major Indian cities. Additional, 100+ resources in International operations in Philippines, Indonesia and others
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| **Key Responsibilities** | * Successfully and efficiently steered travel operations to generate high volume growth and revenue, including cruises, tours, airline reservations, car rentals, and hotels.
* Consistently ensured higher customer service level, key for growing recurring revenue client base.
* Demonstrate consistent ability to close sales and achieve high productivity.
* Advise travel documentation requirement, procurement & payment options to clients
* Negotiate fee schedule contract with multiple vendors.
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| **Hoodaki Travels, India** | **Travel Executive**  | **Aug 2010- Feb 2011** |
| **About the company** | * Hoodaki.Com is a Part of Benz Travel Ltd., well established U.K travel agency. It is leading in on-line flights, hotels, car hire, travel insurance and visas booking agency.
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| **Key Responsibilities** | * Develop and maintain client base ensuring higher customer service level
* Advise travel documentation, procurement and payment options
* Arrange and book custom vacation itineraries and pricing option for B2B & B2C client base
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| INTERNSHIP |
| 1. **Stark Communications, Bangalore, India**

**Duration - April 2013 – June 2013** |
| **Title** | Project report on **100 new worlds of Karnataka & 50 new circuits of Karnataka** |
| **Description** | * Understand and discover new places in Karnataka State researching travel blogs and web articles
* Visit these sites in-person to check the authenticity of the blog/article
* Identify the routes and prepare feasible circuits for travel
* Prepare final report for company’s publication
* Report was also presented to **Ministry of Tourism, Karnataka, India**
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| 1. **Commonwealth Games Training Programme, IITTM, New Delhi, India**

**Duration – June 2010 – 21days** |
| **Title** | Volunteers in Commonwealth Games, Ministry Of Tourism, India |
| **Description** | * 21 day training program organized by Indian Institute of Travel and Tourism Management, Government of India for the purpose of identifying prospect volunteers to be able to represent India in the Commonwealth Games 2010.
* Extensive training included study of Indian History, Tourism in India, cultures and traditions of India and organizing day tour and sightseeing of the historical monuments in Delhi
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| **AWARDS & ACHIEVEMENTS** |
| **Extra-Curricular** | * Participated in flash mob -team gathering organized by Sabre, India.
* Appointed as Class Representative for M.T.A for the year 2013-2014
* Head of ‘Cultural Committee’ for Travel and Tourism National Level Fest, ‘EXODUS-2014’
* Deputy Head for ‘Cultural Committee’ for Travel and Tourism National Level Fest, ‘EXODUS-2013’
* Secured 1st place in the Inter- Department Dance competition ‘BLOSSOMS’ organized by Christ University Bangalore, India
* Participated in rural area visit conducted by Christ University as a part of CSR activity
* Organized stalls to promote Tourism Department and persuade graduates to join MTA study program
* Participated in Outbound tour program 2012 conducted by Christ University, Bangalore including adventure activities mainly Rappelling, River crossing, cave exploration
* Secured 1st place in the East Delhi Zonal level One Act Play
* Secured 3rd place Delhi District Level One Act Play
* Secured 2nd place in East Delhi Zonal level Folk Dance Competition
* Awarded with Certificate of excellence by Hindi Academy for securing 86% in 10th Boards
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| INTERESTS |
| Listening music, Travelling, Dancing |

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| **PERSONAL DETAILS** |
| **Date of Birth** | 19th Sep 1989 |
| **Marital Status** | Married |
| **Visa Status** | Dependent Visa (Husband) |
| **Driving License** | NA |
| **Languages** | English, Hindi, German, French |