**Travel Manager**

**Profile Summary**

* A well qualified travel manager with sound financial knowledge and excellent performance track record of over **22 years**. High-energy Travel Manager successful in building and motivating dynamic teams focused on accurately administering company travel programs. Motivational and collaborative professional with strong time and project management abilities. Currently associated in a Travel and Tours company as Manager - Inbound Tours.
* Expertise in devising measures for enhancing Operational Efficiency through effective Administration and Communication. Skilled in ensuring that all functions are performed in a consistent manner with company procedures and protocol, **TSA** regulations and in accordance with client standards.
* Broad scope of experience encompassing problem resolution, client/vendor relations, team leadership, and business development. Adept in assessing operational capabilities, creating and implementing process improvements, and streamlining overall operations for optimal business efficiency. An effective leader with excellent analytical and problem solving skills.

**ASHISH**

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**Career Timeline**

|  |  |  |
| --- | --- | --- |
| **Company Name** | **Designation** | **Time Line** |
| Travels and Tours Company | Manager - Inbound Tours | Jan2015 to Nov2018 |
| Indira Gandhi International Airport Continental / United Airlines Inc. | Supervisor Airport Services | Sep 2005 to Dec 2014 |
| American Express India Pvt. Ltd. | Team Member – Global Travel Financial Operations (GTFO) | Jul 2003 to Sep 2005 |
| Globe Ground India Pvt. Ltd. | Passenger Service Agent | Jan 2002 to Dec 2002 |
| Wingspan Travels | Senior Executive - Reservation/ Ticketing | Jul 2001 to Jan 2002 |
| Cmbatta Aviation Ltd. | Assistant Supervisor (PassengerServices) | Mar 2001 to Jul 2001 |
| Aeroflot – Russian Airlines | Customer Service Agent | Apr 1995 to Dec 2000 |

**Work Experience**

**Travels and Tours Manager - Inbound Tours Jan2015 to Jun 2019**

**Role & Responsibilities:**

* Leading a team of 15+ members and developing strategic policies and programs for corporate travel.
* Overseeing travel arrangements (air, lodgings etc.), foreign exchange, hotel bookings, ticketing, passports, visas, etc. and operations while maintaining relationships with travel agencies and vendors.
* Identifying the available flights and the best connections as well as determining the cost of the flights.
* Interacting with clients, coordinating with destination agents & with concerned departments for resolution of customer queries.
* Driving continuous improvement of travel programs and ensuing compliance in all aspects of travel procedures

**Indira Gandhi International Airport**

**Continental / United Airlines Inc. Supervisor Airport Services Sep 2005 to Dec 2014**

**Role & Responsibilities:**

* Shift In charge and led a team of more than 50 staff.
* Second in command at Delhi station as Station Manager in absence of General Manager
* Prepared and maintained daily work, close outs and stock inventory reports.
* Supervised Check In counters and vendor staff.
* Drafted station safety plan for Delhi in order for safe operations for employees and customers 24x7.
* Managed Flight operations staff and Load Planning during the flight hours.
* Assisted in boarding process while ensuring timely and smooth boarding of the flight.
* Provided solutions while dealing with difficult customers with mishandled baggage or damaged baggage.
* Ensured fast and hassle free procedures at airport by liaising with government agencies.
* Prepared and forwarding daily work reports, close outs and stock inventory.
* Worked in close coordination with
* Flight Catering Company for billing and order management
* Ground handling company (Air India, Livewell Aviation Services – Service Providers, BWFS), Baggage Services / Lost Luggage Section (settlement of claims), Controller of Station Ticket Stock Inventory
* Arrival Team to cope with difficult customers and mishandled / damaged baggage.
* Achieved station performance metrics in field of OTP, customer satisfaction and baggage services.

**Administrative Duties**

* Responsible for staff scheduling / monitoring staff working hours.
* Coordinated for on boarding and exit formalities of staff.
* In-charge of station inventory–prepared/forwarded daily work reports, close outs & stock inventory.
* Verified all catering invoices before processing, ground handling invoices before processing and staff transportation invoices from cab service provider.
* Identified and coordinated training needs of employees.

**American Express India Pvt. Ltd. Team Member – Global Travel Financial Operations (GTFO) Jul 2003 to Sep 2005**

**Role & Responsibilities:**

Quality Control Agent

* Involved in ticketing for corporate accounts like IBM and Goldman Sachs for UK, Ireland and Netherlands
* Checked quality for all the transactions created in Galileo CRS and removed if any system was corrupt.
* Re-established the same into GMAX (American Express Accounting System) after rectifying the same.

**Globe Ground India Pvt. Ltd. Passenger Service Agent Jan 2002 to Dec 2002**

**Wingspan Travels Senior Executive - Reservation/ Ticketing Jul 2001 to Jan 2002**

**Cmbatta Aviation Ltd. Assistant Supervisor (Passenger Services) Mar 2001 to Jul 2001**

**Aeroflot – Russian Airlines Customer Service Agent Apr 1995 to Dec 2000**

**Education**

* **B.Com**. from Delhi University in 1995
* **MBA** (Marketing & HR) from Manav Bharti University (HP University- Solan) in 2012
* 1 year **Diploma** in System Management from NIIT

**Trainings / Certifications Undertaken**

* Training in Reservations – **Amadeus,** Check – In, Customer Service, World Tracer
* Fraudulent Document Detection Training Course by Department of Citizenship & Immigration – Canada
* Fraudulent Document Detection Training Course by United States Department of Justice Immigration and Naturalization Service, **US Embassy, New Delhi**
* Basic CRS Course from **Galileo**
* Airport Sales Agent Training from Continental Airlines - Complete Airport Operations Procedures of Continental Airlines including issuance of all types of Accountable Documents
* Certified Operations Coordinator (Load Planning) from Continental Airlines
* Certified Complaint Resolution Officer of Continental Airlines Inc.

**Technical Skills**

* Airport Operations/ Cargo Management
* Ground Handling
* Customer Service
* Staffing & Training
* Shift Operations
* Liaison & Coordination
* Client Relationship Management
* Freight Forwarding Operations
* Administration
* Security & Vigilance
* Logistics Support
* Documentation
* Tours & Travel Management

**Professional Enhancement**

* **4 Months** Diploma Course in Domestic & International Ticketing from **Sita Travel and Tourism Academy** (Subsidiary of Sita World Travels (India) Pvt. Ltd.)
* ***References Available on Request.***