Anindya



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##### Travel Professional

###### IATA Management qualified with knowledge of Galileo and Worldspan

Professional experience:

Senior Consultant-Reservation and ticketing,**Jul2007**-Presently

**Al Madaen Star Travel and Tourism,Riyadh,KSA**

Al Madaen Group is the leading real estate and construction company in Saudi Arabia.They are also into travel and tourism being the GSA of Saudi Airlines.Their corporate clientele includes Al Rajhi group of companies,Marriott hotel,Dar Dar advertising etc.

**Responsibilities**:

* Handling corporate as well as walk in customers.
* Making reservations and issuing tickets for international sectors using Galileo and Worldspan
* Issuing domestic tickets on all international airlines as well as Sama,Nas and Air Arabia.
* Refunds of electronic as well as paper tickets.

**Travel Counselor – Service Centre, Apr** 2006-**Jul 2007**

***Galileo India (P) LTD. New Delhi***



Galileo India is the National Distribution Company of Galileo International, the leading global travel and technology distribution company with its headquarters in Parsippany, New Jersey, USA. Galileo India commenced operations in India in 1994 and has extended its network to 119 cities with 18 dedicated offices.

**Responsibilities:**

* Making sales calls under buddy system.
* In charge of night shift of Galileo service center,New Delhi
* Providing on site training to travel agents.
* Assisting Travel Agents in ticket issuance, re-issuance, revalidation and refunds.
* Handling agent’s calls regarding reservations, fares etc.
* Providing support on entire range of Galileo’s product line to customers.
* To be a single point interface between travel agents and Galileo for effective trouble shooting..
* Looking after outstation service center problems and providing solutions for the same.
* Liaisoning with the DENVER (USA) Office for solutions which are not locally available.

**Travel Sales Consultant, Aug**2004 – Feb 2005

**Technovate E-Solutions Pvt Ltd, New Delhi**.

Technovate handles the Indian operations for E-Bookers,Europe’s largest online travel portal.

**Responsibilities:**

* Sales by CALLS, E-MAILS AND VOICEMAILS creating bookings

 as per the Passengers requirements.

* Making Reservation on CRS
* Corresponding with the Clients/Agents
* Coordinating travel requests of Corporates
* Designing & Costing of itinerary
* Handling of Counter Issuance of Tickets
* Handling booking of Hotels through websites
* Quality checks.

**Additional Responsibilities**

Handling quality checks and follow-ups of the records. Correspondence with the Sales team in Europe office.

**CRS Skills** – Amadeus(1A),Galileo(1G)

**Customer Service Executive**

***Daksh E-Services Pvt Ltd, New Delhi***

Daksh is one of the largest BPO’s in Delhi with branches in Mumbai,Kolkata.

Handled following sales and promotional projects

* Handling inbound calls for activation and service of Sprint,

One of US’s leading mobile phone company

* Upselling of higher rental plans .
* Cross selling of landline connections.

**Professional Qualification**

* Pursuing IATA Mgt(Level3) IATA,Montreal

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| Examination | Institute | Year | %age |
| IATA Management | IATA,Montreal  | 2007 | 75 |
| IATA Consultant | ----do---- | 2006 | 85 |
|  IATA Foundation | ------do----- | 2005 | 75 |

**Educational Qualification**

* B.com(Hons) from St.Xaviers College,Kolkata in 2001 with 58%
* I.S.C from St.Helen School,Kolkata in 1998 with 87%
* I.C.S.E from St.Helen School,Kolkata in 1996 with 83%

**Achievements**

* Achieved certificate of Appreciation from CEO,Galileo for contribution in development and growth of the company in financial year 2005-06.
* Received ‘Wow’ certificate for good performance in Galileo.
* Achieved Galileo certificate in BSP with 93% Marks
* Received ‘superstar’ badge for good customer service in Galileo.

### Personal Details

* Date of Birth 31.03.1980
* Sex Male
* Marital Status Single
* Passport Yes
* Languages English,Bengali,Hindi

**Strength**

Energetic, ethical and results oriented professional. I strongly believe in continuous learning and would always strive to reach and achieve the company’s goals and objectives.

**Interest**

* Reading,Watching movies