**RAJEN**

**E-Mail**: rajen-396896@gulfjobseeker.com

**SUMMARY**

* Passionate & exploring professional with 17+ years of experience in Travel Management, Booking & Reservations andClient Relationship Management in Travel & Tourism sector
* Hands-on experience in Outbound Sales in B2B & B2C segment, Corporate Sales, Close Group Sales and Ticketing with multiple Computer Reservation Systems, handling MICE &escorting group tours in various countries
* Proficient in assessing client needs and recommending appropriate products, modifying itineraries as per client’s budget with excellent knowledge in travel industry resulting in enhanced client satisfaction
* Extensive experience of serving as point of contact for client travel problems and inquires, booking flight, hotel and car arrangements for individuals or groups
* Adroit in conducting research and preparing meticulous travel itineraries with pricing, accommodation, airfare, transfer, tour and any additional information needed for each trip
* Proven track record in issuance of International and domestic ticket with multiple CRS & Portals refund, reissuance, looking after agent & sub-agent network for ticketing, accounting follow-up, student ticketing, handling International Counter and Visitor Visa counseling for leisure
* Articulate communicator with excellent negotiation, interpersonal, people management & problem solving skills, highly flexible and adaptable to new environment and culture
* Deterministic, disciplined & result-oriented personality possessing a logical & inquisitive mind with an eye for detail

**SKILL SET**

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| --- | --- | --- |
| * Travel & Tourism Management
* Rental Car Arrangements
* Hotel Bookings Management
* Travel Insurance Management
* Policy & Procedure Compliance
* Staff Training & Development
* Client Relationship Management
 | * Planning & Scheduling
* Cancellation / Rescheduling
* Process Improvement
* Guest Service Excellence
* Business Development Analysis
* Group Management
* Time Management
 | * Outbound Sales
* Reservations
* Amadeus
* Sabre
* Itineraries
* Team Handling
* Customer Service
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**GLOBAL EXPOSURE**

* Travelled to Indonesia, USA, Canada, South Africa, Kenya, Hong Kong, Singapore, Malaysia, Thailand and Australia

**PROFESSIONAL EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
|  | Tour Manager | Apr 2017 – Till date |
| Cox & Kings Ltd. | Senior Business Executive (BT)  | Nov 2013 - Apr 2017 |
| Vagabond Holidays  | Manager Sales | Jan 2009 – Apr 2011 |
| Travel World  | Senior Ticketing Executive | Oct 2003 - Nov 2008 |
| Good Wind Travel Pvt. Ltd. | Assistant Manager | Dec 2002 - Sep 2003 |
| Green Channel Travel Services Pvt. Ltd. | Sales Executive (American Express Credit Card, Travel &Tours) | Jul 1999 - Aug 2002 |

**EDUCATION**

* Bachelor of Arts in Economicsfrom Gujarat University, Ahmedabad, India (1998)

***End of Resume***