

JAGAN ELANGOVAN

No 34-Yamunai Street, Vasanth Nagar, Muthialpet, Pondicherry-3

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Career Objective

To become a part of an organization where competition and learning are the order of the day and Where I can put my knowledge for the improvement of the organization.

Summary

Travel and Tour Consultant with +6 years of experience in a sensitive environment. Outgoing and detail-oriented, I am proficient at building and maintaining professional relationships. Trained and experienced in resolving customer complaints and promoting conflict resolution. Have a Master's Degree in (Tourism) Administration.

Professional Experience

❖ Easyway Travel Agency, Pondicherry.

(Sr. Sales & Marketing Executive - Tours & Travel - August 2018 to Present)

Roles of Job:

- Sells products by establishing contact and developing relationships with prospects.
- Maintains relationships with clients by providing support, information, and guidance;
- Researching and recommending client to try new destinations.
- Recommending profit and service improvements.

❖ Ainthinai Holidays, Pondicherry.

(Operation & Sales Executive (Tours & Travel) - March 2014 to July 2018)

Roles of Job:

- Encouraged customers to try new products offered by company.
- Addressed customers inquires and ensured customers were directed to correct department to resolve issues if needed.
- Managed relationships with hotels by providing high levels of customer service and account management support.
- Making sure the customer database is correctly segmented for targeted marketing activities.
- Maintained goals by meeting customer satisfaction, call times and upgrading of services.
- Multitasked in calls by speaking to customers and recording concerns in operating systems.
- Worked in both a group setting and independently.

❖ UAE Exchange & Financial Services Ltd, Pondicherry.

(Jr. Officer – (Tours & Travel) - September 2012 to Feb 2014)

Job Responsibility:

- Managed customer service resulting in excellent long term relationships and account retention.
- Selling tour packages to the HNI Clients
- Effective selling and organizational skills.
- Made sales calls that increased sales and laid the foundation for future growth of firm.
- Attending queries to the walk-in clients.

❖ Zenith Holidays Ltd, Chennai.

(Management Trainee – March 2012 to August 2012)

Job Responsibility:

- Selling Tour packages to the HNI Clients
- Multitasked in calls by speaking to customers and recording concerns in operating systems.
- Worked in both a group setting and independently.

Scholastic Credentials

- ❖ Master of Business Administration (Tourism) from Pondicherry Central University, Pondicherry with **8.9 CGPA**
- ❖ B.Sc Hospitality & Hotel Admin from Tamil Nadu Open University, Chennai with **72.00%**.
- ❖ Diploma In Hotel Management from Pondicherry Institute Of Hotel Management & Catering Technology, Pondicherry with Distinction **74.00%**

Computer Proficiency

- ❖ MS OFFICE -- MS-Word, MS-Excel, MS-PowerPoint, MS-Outlook

Area of Interests

- Sales & Marketing
- Sales & Operation
- Customer Relationship
- Travel & Tours
- Event Management

Personal Traits

- Enthusiastic and hardworking.
- Possess Positive attitude.
- Responsible towards work.
- Self-motivated and directed.
- Adaptability

Linguistic Skills

- Proficient in English & Tamil
- Beginner in German.

Hobbies

- Travelling
- Trekking
- Gardening

Awards & Achievements

- Received Best Performer award in Customer Relationship.
- Generated additional 30% revenue for the company exceeding target for the quarter.
- Achieved yearly target in Travel and Tour sales in UAE Exchange India.
- Employee of the month for the three Consecutive months in UAE Exchange India.

Personal Profile

- Father's Name : Mr.G.Elangovan
- Date of Birth : 22.12.1988
- Nationality : Indian
- Marital Status : Single
- Passport No : H3976073

DECLARATION

I, Jagan Elangovan, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Pondicherry.
April 2019.

Your's Sincerely
Jagan Elangovan