

ESHWAR RAJ RAJA

TRANSPORT OPERATIONAL MANAGER

CONTACT

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PROFILE

A highly experienced and customer-focused Transport Manager with a proven track record in the tourism industry. Beginning my career as a tourist driver, I gained valuable insights into customer needs, preferences, and expectations. This hands-on experience, combined with a strong understanding of logistics and route planning, enabled a seamless transition to transport management. I excel at optimizing fleet operations, ensuring safety compliance, and improving service quality while driving cost efficiency. With a deep commitment to enhancing the customer journey, I lead teams to deliver punctual, reliable, and exceptional transport services that elevate the overall travel experience.

SKILLS

- Logistics and Fleet Optimization.
- Customer-Focused Transport Solutions.
- Regulatory Compliance and Safety.
- Communication.
- Proven Leader in Team Performance and motivation.
- Problem Solving Ability.

EDUCATION

- Pondicherry University, Puducherry, India.

2018-2021

B.Sc. Computer Science

- Tamil Nadu Technical Training Institute, Chennai, India.

01/2016 (6month course)

Post Graduate Diploma in Computer Applications

EXPERIENCE

Transport Operational Manager,
Trendz Tours And Travels, PY-01.
07/2021- Current

Roles and Responsibilities:

- **Operational Excellence**: Oversee daily transport functions, ensuring efficient fleet management, route planning, and driver scheduling.
- **Customer Focus**: Enhance service by analyzing feedback, training drivers, and tailoring experiences to exceed expectations.
- **Fleet Oversight**: Manage vehicle maintenance and usage, ensuring safety and regulatory compliance.
- **Team Leadership**: Lead and motivate a team, fostering a collaborative and high-performance work environment.
- **Budget Control**: Manage budgets effectively, identifying cost-saving opportunities while maintaining quality.
- **Strategic Growth**: Develop and execute strategies to drive operational improvements and support business goals.
- **Vendor Management**: Negotiate and oversee contracts with suppliers and partners.
- **Crisis Response**: Implement plans to quickly address and resolve any operational disruptions.

LANGUAGES

- English
- Tamil

PERSONAL INFORMATION

- **Reporting**: Provide clear reports on performance and customer satisfaction to support decision-making.

FATHER'S NAME : Raja (Late)

D.O.B : 18/12/2000

GENDER : Male

NATIONALITY : Indian

MARITAL STATUS: Single

FIELD OF INTEREST:

- Tour Operations
- Customer Service