



MURUGADOSS P

 **Chennai, Tamil Nadu, India**

 **+91 95667 99129**

 **murugadossperumal@gmail.com**

EXECUTIVE PROFILE

Strategic Travel & Tourism Operations Leader with **18+ years** of progressive experience in managing large-scale Inbound Tourism, MICE, FIT, Group Travel, Corporate Travel, Destination Management, and Luxury Transportation Operations across India.

Demonstrated success in leading cross-functional teams, building high-performing supplier networks, managing international client relationships, and delivering seamless travel experiences for global markets including France, Italy, UK, Germany, USA, Australia, and Southeast Asia.

Highly experienced in operational strategy, vendor negotiations, process improvement, cost optimization, customer satisfaction, and business growth. Recognized for transforming complex travel operations into efficient, scalable, and profitable business functions.

CORE LEADERSHIP COMPETENCIES

Executive Leadership

- ✓ Operations Strategy
- ✓ Team Leadership
- ✓ Performance Management
- ✓ Business Planning
- ✓ Stakeholder Management
- ✓ Process Transformation

Travel Operations

- Inbound Tourism
- Destination Management (DMC)
- FIT & Group Tours
- MICE Operations
- Corporate Travel
- Luxury Travel

Commercial Management

- Budget Planning
- Cost Optimization
- Vendor Negotiation
- Contract Management
- Supplier Relationship Management

Operational Excellence

- ❖ SOP Development
- ❖ Quality Assurance
- ❖ Risk Management
- ❖ Customer Experience
- ❖ Crisis Management

PROFESSIONAL EXPERIENCE

CHIEF EXPERIENCE ARCHITECT – INBOUND, MICE & EVENTS

World Leisure & Travel Services | Chennai

2024 – Present

Provide strategic leadership for Inbound Tourism, MICE, Events, Corporate Travel, and Transportation Operations while overseeing end-to-end travel execution across South India

Key Responsibilities

- ❖ Lead complete travel operations across multiple business verticals.
- ❖ Manage cross-functional operations teams and vendor partners.
- ❖ Drive operational planning, budgeting, and resource allocation.
- ❖ Oversee hotel contracting, transportation, airport assistance, and guest services.
- ❖ Build relationships with international travel partners and DMCs.
- ❖ Develop operational SOPs to improve service quality.
- ❖ Resolve high-level operational escalations.
- ❖ Ensure compliance with service standards and client SLAs.

Key Achievements

- ✓ Successfully managing premium international tours and corporate MICE movements.
- ✓ Strengthened supplier partnerships across South India.
- ✓ Improved operational efficiency through standardized processes.
- ✓ Enhanced customer satisfaction by streamlining service delivery.

TRAVEL ADVISER – INBOUND, OUTBOUND & MICE

Express Travel Corporate Services Pvt Ltd

2022 – 2024

Managed international and domestic travel operations for FIT, Groups, Corporate Travel, and MICE clients.

Highlights

- Planned end-to-end international travel solutions.
- Coordinated flights, hotels, transport, and guides.
- Negotiated with global suppliers.
- Managed VIP corporate travel.
- Built long-term client relationships.
- Done big events logistics part in Chennai managed 200+ vehicle movements

Travel Adviser

Southern Journeys Pvt Ltd (Incent Tours - Delhi)

2011 – 2022

Promoted through multiple leadership roles based on operational excellence.

Career Progression

Assistant Manager – Operations

Manager – Operations

Travel Adviser

Key Contributions

- Led operations team for inbound travel.
- Managed international clients from Europe, UK, USA, and Australia.
- Developed travel itineraries and costing.
- Negotiated hotel and transport contracts.
- Mentored junior team members.
- Improved operational workflows

EARLY CAREER

- **Welcome Ambassador**
Marvel Tours
Managed VIP airport services and luxury guest experiences.
- **Executive Operations**
Parveen Holidays
Handled domestic travel operations and client servicing.
- **Executive – Car & Bus Rentals**
Parveen Travels
Managed premium transportation operations and fleet coordination.

INTERNATIONAL MARKETS HANDLED

- France
- Italy
- United Kingdom
- Germany
- United States
- Australia
- Malaysia
- Singapore

KEY ACHIEVEMENTS

- ❖ 18+ years of experience in the Travel & Tourism industry.
- ❖ Led Inbound, MICE, Corporate, FIT, and Group Travel operations.
- ❖ Successfully managed VIP and international client movements.
- ❖ Extensive experience in vendor management and supplier negotiations.
- ❖ Managed complex multi-city travel operations across India.
- ❖ Expertise in premium transportation and luxury travel management.
- ❖ Proven ability to lead teams and improve operational performance.

EDUCATION

Bachelor of Science (Mathematics)

Presidency College, Chennai

PROFESSIONAL CERTIFICATIONS

- French A2 – Alliance Française of Madras
- French A1 – Alliance Française of Madras
- HDCA – Computer Applications (CSC)

LANGUAGES

- English
- Tamil
- French (A2)
- Malayalam (Conversational)

PROFESSIONAL STRENGTHS

- Strategic Thinking
- Executive Leadership
- Decision Making

- People Development
 - Vendor Negotiation
 - Business Operations
 - Problem Solving
 - Communication
 - Operational Excellence
 - Customer Relationship Management
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Personal Details

- Date of Birth: 04 March 1988
- Marital Status: Married
- Nationality: Indian
- Religion: Hindu
- Address : No – 14, Pachaiyamman Koil Street, Kazhikkuppam (Village), Mandavoi (Post), Marakkanam (Taluk), Villupuram - 604303