CURRICULUM VITAE

Personal information

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Date of Birth : 14th Aug 1982

Objective

To leverage upon the knowledge base, conceptual clarity, and practical experience to the achievement of Organizational goals and Self Development.

Educational Qualification

* Completed MBA in Tourism Management from IGNOU.
* Graduate BTS (Bachelor in Tourism Studies) from IGNOU.
* Graduate B.COM (Bachelor in Commerce) from Delhi University.
* Higher Senior Secondary School pass out in Commerce from CBSE.

Professional Qualification

* Higher National Diploma from NIIT.
* Advance Diploma in Software Technology from Ecil-Bdps.
* Certificate course in Airlines & Travel agency & Tour operations from IITTM.
* Certificate course in Computerized Reservation System (Amadeus) from IITTM.

Work Experience

* Currently working as a Freelancer cum Private Travel Designer looking forward for better job opportunities. (Jan’19 – Present)

Talking about myself I am passionate traveller who believes in living my life as a curator of amazing experiences, friendships, dreams and adventures through the art of travel. The hunger of discovering new destinations made me take up a career in travel and hospitality about 13 years ago. With time, I have evolved and come to understand that like personalities, no two travellers are the same. Working on this principle, I design tailor-made itineraries to suit preferences and requests of my clients. It gives me an opportunity to provide dedicated focus to each request and customize an experience that exceeds expectations of even the most seasoned traveller. Apart from thorough research of Hotels, resorts, and destinations that I recommend, I am on a constant search of new options and immersive experiences in each destination. I believe the best way to absorb a destination is when you allow yourself close interaction with local life, nature, cuisine, culture, art, heritage, lifestyle and tradition. I believe it is my signature style to help make memories of a lifetime with every traveller who walks an explorer’s path.

“Vacations are driven by experiences and personalized.”

* Worked as a Senior Manager (Group & Product Contracting) with Holidays Carnival Limited – Leading DMC for UK, Europe & Dubai. (Feb – Dec’18).
* In charge of Group quotations team. Fully involved with the setup process as per company policy.
* Meeting sales targets as defined by the company. Keeping team motivated, distribution of queries for timely response, keeping check on profit margins and itinerary costing, clearing payment to the suppliers, collection of payment from the agents, handling escalations, identification of training needs etc. were some of the major responsibilities.
* Team management, Client coordination, Relationship management.
* Ensure we have suitable contracts in place to offer to our client.
* Generating reports for management to keep track of profitability, daily sales, volume of business achieved and projections for target achievement.
* Also highly involved in contracting with Hotels, Coaches, Restaurants & other land consolidators and do price negotiations with them in a timely manner.
* Worked as a Deputy Manager – International Product with TUI INDIA PVT LTD – Gurgaon. (July 2017 – Jan 2018)
* Handling destinations like Bali, Hong Kong, Singapore, Malaysia, Thailand, Srilanka, China, Japan, Korea, Vietnam, Cambodia, Mauritius, Maldives.
* Manage planning, designing, development, production and sales for both FIT & GIT products.
* Over all responsible for all contracts and negotiations directly with the hotels or through DMC.
* Market research & developing the core positioning and messaging for the product.
* Researching, reviewing & reporting on competitors & rival products.
* Performing sales, trend, and profitability analysis.
* Developing content for product and company collateral.
* To create healthy synergy between internal product support functions such as marketing, airline & sales.
* Setting product pricing for new product releases to meet revenue & profitability goals.
* Reach out to customers from time and again to higher satisfaction and lower escalation.
* Training for sales & operations teams on product and destinations.
* Worked with Yatra.com CP – Retail Division as an Asst.Branch Manager – Outbound Sales. (Apr 2013 – July 2017)
* Team Handling
* Handling Outbound & Exotic Destination Queries and provide them with best itinerary and costing.
* Handling both Group Bookings & Fixed departures queries and convert the same to package sales.
* Taking care of all follow-ups and see if the calls are answered in a proper way it should be.
* Preparing Vouchers, Invoices and do post sales operations.
* Liaise with vendors & central operations for negotiated rates
* Taking care of balance outstanding payments
* Meeting, and possibly setting, sales and customer service targets in terms of speed, efficiency and quality.
* Coaching, motivating and retaining staff and developing them.
* Resolving queries and negative feedbacks with reference to bookings made.
* Updation & committing payment in Hypertek / Plex.
* Updation of Daily Sales Report & Call Report.
* Creating daily productivity report & health card.
* Arranging conference calls with the company for resolving pending issues.
* Generating business leads through references, walkins, dialer queries and by visiting local offices & areas.
* Suggesting marketing activities to be done to generate business.
* Provide daily status report to Regional Manager.
* Worked with McJourney.com(A travel division of A2Z Group) as Manager Outbound Sales. (July 2012 – Feb 2013)

Job Responsibilities:-

* Handled a team of 15 – 16 outbound sales personnel and ensure that they deliver effectively.
* Handling of International Outbound destination bookings & providing in-depth understanding of the product and training the team on the product knowledge to ensure effective query handling.
* Handling the most complex customer complaints or enquiries.
* Liaise with vendors for best available rates and taking care of their payments.
* Reviewing the performance of staff, preparing team reports, identifying training needs and planning training sessions
* Ensuring that calls are answered by team members in an appropriate manner.
* Liaise with vendors for best available rates and taking care of their payments.
* Identifying areas of opportunities to tap business.
* Meeting, and possibly setting, sales and customer service targets in terms of speed, efficiency and quality.
* Organizing, staffing, including shift patterns and the number of staff required to meet demand.
* Coaching, motivating and retaining staff and developing them.
* Worked as an Operations Manager – Oubound Sales with MakeMyTrip

India Pvt Ltd handling Noida Sec- 15 office. (Nov 2011 – June 2012)

* Worked with WNS (A Travel BPO) as a Lead Coach – Operations handling travel sales team of Travelocity.com ( A leading travel agency of United States) ( Sep 2007 – Nov 2011)
* Worked with a Travel company by the name ISango India Pvt Ltd as a Process &Quality Analyst.( Dec 2006 - May 2007)

Interests : Traveling, Interacting with Friends, Listening to Music.

Languages : Read : English, Hindi.

 Spoken: English, Hindi, Tamil.

Total Work Experience : More than 13+ Years

Current Salary : 10 Lakh Per Annum

Expected Salary : Negotiable.

Joining Time : Immediate.

This information is true to the best of my knowledge and I am responsible for the information provided.

Signature