

RITIKA VAKIL

Prior experience as Head of Operation & Sales for a leading travel company, Business Owner and Travel Enthusiast with 10 years of business experience with a post grad in HR. Highly motivated, dependable and responsible self-starter who takes initiative with minimal supervision and is committed to excellence and success. Adept in analytical thinking, strategic planning, leadership and building strong relationships with business partners.

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Location: Parel, Mumbai

Education & Training: Post-Grad Diploma in Management: 2009-2011

Travel Achievements:

- Explored around 28 countries around the world, all planned and executed independently
- Travelled through the USA for 2 months in an RV
- Explored 8 European countries in 55 days
- Explored extensively through Asia to have discovered some unique experiences beyond the beaten track

Work Summary:

- ❖ Adventures Overland (2022)
 - Worked as Head of Operations & Sales - Mumbai
 - Heading two major segments – Experiential Fixed Departures & Experiential Tailor-made Trips
 - Individually handling all tasks like designing, product development, travel planning, client servicing & marketing in a start-up environment
 - Solely responsible for all Mumbai Operations & Sales in conjunction with the Head Office
 - Strategy & planning for all products under Experiential travel
- ❖ Millennial Tripper (2018 – 2021)
 - Successfully established my own business as a Travel Consultant
 - Generated business from clients through high travel reputation
 - Conceived and implemented several international trip itineraries
 - Created several unique experiences customized to clients
 - Independently handled all operations and client servicing
- ❖ Monkie Gears (2011-2018)
 - Proprietor for an Adventure Sports goods company
 - Created brand awareness in a niche market for unique sports like Electric skateboards, Jumping Stilts, Nitro fuel RC cars, etc.
 - Demonstrated and participated at various events and locations
 - Collaborated with many brands and generated consistent business
 - Learnt and coped with the many challenges faced by a startup
- ❖ Pangea3 (2010-2011)
 - Worked as a Learning & Development Coordinator
 - Organized and edited training manuals and other educational materials
 - Initiate/participate projects in order to improve L&D processes
 - Handled coordination of multiple training activities
 - Maintained training records for employees and compiled reports and statistics for review
- ❖ IBM Daksh (2005-2006)
 - Worked as a Lead Service Director
 - Managed a team of Customer Service staff to ensure a high level of customer service for the company
 - Train staff in various customer service skills
 - Handled grievances and developed strategies to optimize customer service procedures
- ❖ UpperCrust – Food Wine and Travel Magazine (2004-2005)
 - Coordinated and marketed for The UpperCrust Show
- ❖ Harvest Trade Fairs (2002-2004)
 - Coordinated and marketed various events and trade shows