

Prabhat Upadhyay

Team Leader
Reservations And
Operations

Contact

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Skills

Reservations and ticketing

GITS & FITS

Ticketing Platform Amadeus
& Galileo

MICE Tourism

Company guidelines and
procedures

Itineraries

Operational Improvement

Relationship Development

Revenue Generation

Sales processes

Resourceful Team Leader Reservations & Operations experienced managing travel plans and organizing tasks effectively. Researches travel options and presents best deals, processes bookings and reservations, and maintains payment records and transactions. First-rate marketing and research talents with extensive knowledge of passports, visa requirements, currency, time zones and tourist destinations.

Work History

2017-11 -
Current

Reservations Agent & Team Leader

Travzed Tourism, Dubai, United Arab Emirates

- Provided guests with above-and-beyond service, arranged accommodations and travel plans for visitors and presented updated itineraries.
- Maintained transaction security by verifying payment cards against identification.
- Work on Galileo, Amadeus & World Span.
- Reservation for FITS and GITS
- Answered multi-line phone system, responded to inquiries and transferred calls to correct departments and personnel.
- Created rate plans and worked with revenue manager to boost occupancy and average achieved room rate.
- Adjusted sales strategies to changing conditions, such as increased local competition and decreased industry rates.
- Prepared customer invoices, accepted payments and processed refund and cancellation requests.
- Prepared weekly employee work schedules for team members ensuring all shifts received adequate coverage.
- MICE Reservations

2016-12 -
2017-07

Travel Consultant

Brightsun Travel Pvt. Ltd., Gurugram, Haryana, India

- Organized memorable and exquisite travel itineraries and vacations for high-level clients, celebrities, politicians, and business executives like Europe, Middle East South East Asia, India etc.
- Negotiation with supplier, Taking care of operations,

CRM

Agent and seller
communications

Destination Management

Hotel reservations

Coordinating reservations

Group reservations
management

Team Management

Supervision

Customer Service

Software

MS-Office

Languages

English

Hindi

Price matches with any other Travel Agents, providing a good level of customer service by resolving their ongoing Travel issues.

- Asked open-ended questions to better ascertain client needs and determine best international travel offerings.
- Advised clients on visa, passport and security requirements relating to destinations and confirmed flight details for each reservation.
- Preparing final documents and voucher kits, which given to clients prior to their departure.
- Working and dealing with different kind of DMCS.

Sales consultant

Crystal Travel, Gurugram, Haryana, India

- Deal with low cost airlines operating in Europe like Ryan Air, Easy Jet, Jet2, Monarch etc.
- Attending queries, PNR creation & management, plan route and itinerary pricing, fare quote, issuing tickets and Exchanges, process invoicing and faxing to clients and answering inbound and outbound phone calls.
- Make proposals to clients to limit the cost of travel or to offer special reduced rates to customers that meet requirements for sales or reduced fares.
- Provided customers with brochures and publications containing travel information such as local customs, points of interest and foreign country regulations.
- Preparing final documents and voucher kits, which given to clients prior to their departure.
- Booked reservations for travel, hotels, rental cars and special events such as tours and excursions.

Sales Consultant & Travel Consultant

Yatra.com, Indore, Madhya Pradesh, India

- Generating Leads by cold calling, handling escalated called, increasing sale & closing calls.
- Responded to clients' questions, issues, and complaints and found appropriate solutions when needed.
- Provided exemplary customer service to new and existing clients, which helped build lasting

2015-10 -
2016-12

2011-06 -
2015-08

relationships and secure new travel assignments.

- Developed loyal clientele base due to excellent listening and research skills and keen understanding of travel budgets.

Education

2008-08 -
2011-04

Bachelor of Commerce: Foreign Trade

*Renaissance College Of Commerce & Management -
Indore, Madhya Pradesh*

- Graduated with 74.2%

Intermediate: Commerce

Multipurpose Higher Secondary School

- With 68% Aggregate

High School

Multipurpose Higher Secondary School

- With 61% Aggregate

Interests

Travelling

Gaming

Cooking

Personal Details

- Date of birth - 5th July, 1991
- Religion - Hindu
- Marital Status - Single
- Fathers Name - Shri Santosh Upadhyay
- Mother's Name - Smt. Indu Upadhyay
- Personal Asset - Self Motivated, Dedicated, Honest, Hard working
- Passport no. - P5631624
- Nationality - Indian