

DHARMENDRA SINGH



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IATA & UFTAA SENIOR CORPORATE TRAVEL CONSULTANT

Notable success in supporting Travel Operations and adhering to SOPs & service standards for achieving operational & customer service excellence

SIGNATURE SKILLS

Strategic Planning and Support
Tours & Travel Operations
SOPs, Compliance & Best Practices
MIS Reporting / Documentation
Client Relationship Management
Fare Filing / Airline Tickets Bookings
Visa Processing / Travel Reservations
Corporate Travel Bookings
Itinerary Planning/Pricing/ Tour Package
Team Trainings & Skills-Development

EDUCATION & CREDENTIALS

- B.T.S. (Bachelors in Tourism Studies)** from Allahabad Open University (U.P.)
- Diploma in IATA/UFTAA Foundation Course from IITC, Delhi, IATA/UFTAA Authorized Training Center -Exam conducted by IATA Montreal, Canada
- Diploma in International Air Ticketing and Travel Management from IITC, Delhi
- D.I.T. (Diploma in Information Technology) from NIIT, Centre Civil Lines; Gorakhpur, UP

PROFILE SUMMARY

- Bachelors in Tourism Studies** offering 15+ years of rich experience in **Tours & Travel Consultancy, Operations, Ticketing, Exchange/Refunds/Group/ Bookings, Hotel/ MICE / Marhaba/ Transfers/ Insurance Arrangements, Air Tickets, Car Hire, and Client Servicing** working with organizations in Travel (Tourism) Industry
- Proficient in **Tours & Travel Operations** entailing bookings/ reservations & documentation, visa processing, itinerary planning, travel, arrangements, fare checking, pre & post-travel follow-up for multiple countries, and ensured smooth, memorable & hassle-free trips. Technical expertise in working on Online Booking / **Fare Filing Systems & Tools** namely **Consol Fare Manager, Mysabre, Farexpert Amadeus, GDS, Galileo /Amadeus/Sabre and Abacus**
- Expertise in **managing all aspects of Operations** from stakeholder/ client engagements, MIS reporting, SOPs, compliances, QA, trainings & team mentoring with key focus on improved operational performance, quality service delivery, cost & resource optimization
- Customer-centric professional**; recommending **cost-effective & customized travel solutions** as per client's requirements, for improved customer satisfaction, repeat & referral business; promptly handled customer escalations & ensured speedy resolution within SLAs & TAT. Energetic presenter and confident communicator with the ability to circulate information in efficient way; overcame complex challenges using strong work ethics, decision-making & problem-solving skills.

Analytical Skills

Problem-Solving

Communication

Time Management

Interpersonal Skills

Leadership Qualities

HIGHLIGHTS

• Effectively worked in Adnoc Implants & HTM Head Office and supported all HTM Corporate (ADNOC all entities, EY staff travel, ENEC GHQ, ADCB, ADIA, TAQA, ADPC and many more) client's travel related services on Amadeus, & Online Portals

• Tracked uploaded fares by airlines & agents on Online tools and ensured filed fares are error-free and cost-effective

• Successfully handled travel arrangements for reputed clients; analysed entire tour, coordinated with all passengers, vendors and airlines staff to get the details in order & avoid delay/cancellations

CAREER TIMELINE

Jan'2006 – May'2007.: Omnia BPO Services as Senior Customer Service Executive (Ticketing Department)

Oct'09 – Aug'10.: Onkar Infotech Pvt. Ltd. as Air Product Executive (Fares Department)

Jun'13 – Dec'17: Anta. Global Star Travel Management Company as Corporate Travel Consultant

Jan'08 – Sep'09: Intelenet Impact for Tecnovate (E-Bookers) E-Solutions Pvt. Ltd. as Sr. Customer Service Executive (Fares Department)

Aug'10 – May'13: BCD Travel India Pvt. Ltd. As Senior Travel Consultant (Operations)

Since Jan'17: Hala Travel Management LLC (Etihad Aviation Group) as Senior Corporate Travel Consultant

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Senior Corporate Travel Consultant

- Currently working in ADNOC Al Ruwais Implant, managing air ticket and related service like ticket issuance, exchange, refund, OK to board & ground travel like ground transfer (chauffer), car hire, hotels, travel insurance, etc.
- Managing group booking & providing extra value-added services, ensuring strong planning / coordination for Group and VIP movements
- Communicating with Clients and Airlines regarding any discrepancies
- Managing day-to-day operations, monthly roster in absence of supervisors
- Directing workflow and team coordination in the absence of supervisors; developing new Processes/Workflows for effective Service Delivery
- **Handling all Travel related Queries of clients; making travel arrangements for individual / corporate and business travellers**

Jun'13 –Dec'17: Anta. Global Star Travel Management Company



Senior Corporate Travel Consultant

- Worked in **Coca Cola Implant Office** as well as handled some other Clients like Tethys Petroleum, Skyland Petroleum, Meena Energy, Brunel Energy, Eaton, Acclity, Dunlop Group, Alghurair Retail, LGT Bank & Hyatt International on Sabre
- Managed & provided air ticket & related services like ticket issuance, exchange, refund, ok to board, and ground travel like Marhaba, Ground Transfer (chauffer), Car Hire, Hotels, Travel Insurance, etc.
- Handled group booking along with extra value-added services, ensured strong planning / coordination for Group and VIP movements
- Tracked Paper Fare contracts provided by airlines, monitored commission structure for both private and market fares
- Managed work distribution, team bonding and tracked escalations by team.
- Communicated with Clients and Airlines regarding any discrepancies
- Generated Weekly Transaction Report and ensured meeting of SLAs
- Provided complete support to the new trainees in the team

Aug'10 –May'13: BCD Travel India Pvt. Ltd.



Senior Travel Consultant (Operations)

- Worked for clients like World Bank & Rotary Club on GDS, Galileo /Amadeus/Sabre and Abacus and provided quality services
- Processed International Rate Desk Pricing and Re-pricing of PNRs, prepared cost-effective PNRs with slicing and dicing of PNRs and providing best fare to the passengers in comparison with competitors
- Tracked Paper Fare Contracts provided by airlines, handled commission structure for both private and market fares
- Communicated with In-countries & Airlines for discrepancies on reservations or updates on fares, conditions, surcharges, commissions, etc.
- Generated daily and weekly report for PNRs and ensured meeting of TAT and AHT; provided effective support to the new trainees in the Team

PREVIOUS EXPERIENCE

Oct'09 – Aug'10.: Onkar Infotech Pvt. Ltd. as Air Product Executive (Fares Department)

Handled Processing (Uploading or Fare filing) of Air Fare Contracts on tools named In-house Fare Manager, Consol Fare Manager; Mysabre and Farexpert. Used Mysabre and Farexpert Tools for Amadeus fare filing. Updated mark-ups as per airlines instructions on respective tools. Led & mentored new trainees in the team, as well as provided supervisory support in absence of TLs

Jan'08 – Sep'09: Intelenet Impact for Tecnovate (E-Bookers) E-Solutions Pvt. Ltd. as Sr. Customer Service Executive (Fares Dept.)

Led Processing (Uploading/Fare filing) of Air-Fare contracts on tools - Hitch Hiker, Travel Bag, Farexpert& GDS used Galileo and Amadeus for reference. Tracked uploaded fares by airlines and agents on all tools and ensured filed fares are error free & cost-effective. Provided support to new trainees in team. Updated markups as per airlines instructions on respective tools.

Jan'2006 – May'2007.: Omnia BPO Services as Senior Customer Service Executive (Ticketing Department)

Made Reservations, issued Tickets with help of IVR System for Indian Airlines customers, received customer's calls and resolved their queries. Provided on-floor and classroom training to new trainees. Assigned work to team & ensured meeting of TAT and SLAs

PERSONAL DETAILS

Marital Status : Married | **Nationality:** Indian

Date of Birth: 1st December 1982 | **Passport No.:** K5332263

Languages Known: English and Hindi | **UAE LMV Driving License:** 3624809