

TAHA MITHAGRE

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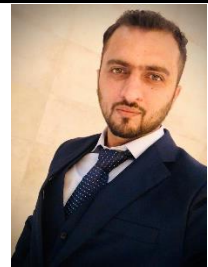
Personal Information

Name: Mr. Taha Musaddiq Mithagre

Date of Birth: 18th November 1990

Gender: Male

Nationality: Indian



I am a Sales Officer along with total work experience of 9 Years in the field of Travel with Dubai being my major product. I have got a thorough knowledge & skills in handling the B2B sector as my core clients. Also, I have demonstrated my ability to work both individually and as a team.

Objective

With my work experience up to date, I feel that I can work independently on different sectors consisting sales and having an ability of self-check in all terms.

Looking for a position that will build my skills and provide experience in the Field of Travel with a view to widen the scope of career enhancement with, it would make me a useful member of your organization.

Educational Qualification

Degree/Diploma	Name of the Institution	Year of Passing	Grade
Bachelor's Degree	University of Pune	2011	1
Higher Secondary Class	Maharashtra State Board	2008	2
Grade 10	Indian Certificate of Secondary Education (ICSE)	2006	1

Industry Interface

Total work experience of 09 years in Tourism Sales + 01 Year in Customer Service

03 Yrs & 11 Months at TRAVEL WINGS TOURISM LLC, DUBAI (From Oct 2017 till present)

Sales Manager - Inbound

Job Responsibilities:

- Handling of FIT/GIT (Leisure/MICE & Incentive) enquiries from travel agencies across Indian subcontinent and Far Eastern market (Malaysia, Singapore, Indonesia, Brunei, Phillipines etc.)
- Deal with agent enquiries and aim to meet their expectations and assuring high quality service
- Negotiating and contracting with hotels for exclusive group rates
- Designing of regular promotional packages as per market trend
- Attending travel trade fairs & exhibitions to increase business network
- Handling of the sales team and motivate them achieve their individual targets and ensure company profitability & growth
- Thrive in achieving overall team sales target and provide sales report to higher management
- Taking customers/tour leader feedback at the end of every tour to that helps to evaluate any shortcomings and also help in maintain long-term relationship with the agents

1.5 Year at EXCITE TOURISM LLC, DUBAI (From April 2016 till Oct 2017)

Senior Travel Consultant - Inbound & Outbound (Sales)

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Job Responsibilities:

- Handling Email enquiries/Calls for Inbound & outbound holiday/tour packages
- Plan, prepare and recommend itineraries (travel plans) to clients based on their requirements
- Ground Handling / Vehicle and transportation management
- Travel Desk Management & driving sales through promotions and offers on various tours
- Contracting with Hotels/Resorts within UAE
- Promoting and selling weekend getaways in the local market
- Generating invoices and keeping records of daily sale

01 Yr & 06 months at MUSAFIR.COM INDIA PVT. LTD, MUMBAI (From Sep 2014 till Mar 2016)

Sales Executive (Outbound Holidays) - Sep 2014 - May 2015

Assistant Manager (Outbound Holiday Operations) - May 2015 - Mar 2016

Job Responsibilities:

- Handling incoming calls and walk-in customers with queries for outbound holiday packages
- Achieving monthly Sales and Revenue Targets
- Plan, prepare and recommend itineraries (travel plans) to clients based on their requirements
- Cross verifying the availability of hotels and related services at the time of confirmation
- Negotiation for better prices with various suppliers & confirming the bookings accordingly
- Issuance of all the necessary hotel and service vouchers to the client
- Maintaining records of all transactions

Additional Job Responsibilities Undertaken:

- Destination Training to new joiners in sales team (Holidays)
- Trained Visa and Flights Sales Team for cross selling Outbound holiday products
- After sales service to clients, ensuring all necessary vouchers are delivered on time
- Handling the cancellations & refund management to ensure customer satisfaction

2 Yrs & One Month at PACIFIC TOURS & TRAVELS, MUMBAI (From Aug 2012 till Sep 2014)

Travel Coordinator (Inbound & Outbound)

Job Responsibilities:

- Handling inbound calls and walk-in customers with queries for domestic & international tickets & holiday packages.
- Discuss client requirements and advise on suitable options
- Make travel, accommodation and related bookings
- Confirm bookings and notify clients
- Make necessary changes in the travel itinerary if required, after issuance
- Generating invoices and emailing the same to the clients
- Payment collection and maintaining a record of all transactions

01 Year at WIPRO BPO, MUMBAI (From June 2011 till May 2012)

Customer Service Representative (American Process)

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- Handling inbound calls from hospitals and clinics from United States and answering to the queries regarding the insurance coverage of their servicing patient
 - Inform the clients about the insurance and benefits coverage under the patients plan
 - Verifying & analyzing the hospital/clinic bills and seeing if everything is genuine to approve the payment.
 - Sending in a request to the back-end team for processing the payment

Personal Achievements

- Top Performer in Sales for 6 consecutive months at Musafir.com India from Oct 2014 - May 2015.
- Based on a through performance evaluation in Sales, was promoted as an "Assistant Manager - International Holiday Operations" during an IJP program held at Musafir.com India in May 2015.
- Recognized and Awarded as "Top Performer" in the quarterly award program (Period: July - Sep 2015) at Musafir.com India.
- Worked as a Travel Coordinator for the Reliance-Stanford GSB Finalist event held at the Taj Mahal Hotel in Mumbai on 22nd August 2014 & 19th August 2013 respectively. Made the travel arrangements for all the 50 finalist students for both the years.

Key Skills

Software Skills: Microsoft office (Word, Excel, and PowerPoint) Inter-personal Skills: Team spirit, communication skills, dedicated, hardworking, and exceptional time management skills, continually learning.

Hobbies

Football, Play-station, Outdoor Sports, Listening to Music

Languages Known

English, Hindi, Urdu, Arabic (basic)

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Taha Mithagre)