



**Pratik Pattani**  
Operations Manager

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14.10.1987

Karama, Dubai, UAE



## Objective

Experienced Operations Manager with a demonstrated history of working in the leisure, travel & tourism industry. Skilled in Operations Management, Leisure Travel, and Sales. Strong operations professional with Senior Secondary School Certificate from Delhi University.



## Education

DELHI UNIVERSITY  
*Senior Secondary*

2007 - 2008



## Work experience

EVABUTTERFLY TOURISM LLC

Feb 2017 - Present

*Operations Manager*

- Monitor day to day operations to ensure customer satisfaction.
- Assigning Day to Day Transfers & Job Cards to Operations Team (on-field).
- Making travel arrangements, Such as Online/Offline Booking.
- Customize and Design FIT / GIT Tour Packages.
- Negotiating with suppliers for better deals.
- Designing itineraries for tour packages.
- Coordinating with the guest for their visa documents.
- Appropriate & timely update on the visa process.
- Preparing travel vouchers.
- Assist & explain guest about their tour plan at the time of final handover.
- Contracting for products with suppliers for Tickets/Voucher purchases.
- Keeping update on Product Knowledge / New Launches.
- Knowledge of handling B2B and B2C customers.
- Being the point of contact for the Customers/Client.
- Handling Customer Escalation & on Point Resolution.

EVABUTTERFLY TOURISM LLC

Dec 2014 - Jan 2017

*Sales & Operations Executive*

- Plan and sell transportations, accommodations, and other travel services.
- Cooperate with clients to determine their needs and advise them appropriate destination, modes of transportations, travel dates, costs, and accommodations.
- Provide relevant information, brochures, and publications (guides, local customs, maps, regulations, events, etc) to travelers.
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages.
- Deal with occurring travel problems, complaints, or refunds.
- Attend travel seminars to remain updated with tourism trends.
- Enter data into our software and maintain client files.
- Network with tour operators.
- Maintain statistical and financial records.
- Meet profit and sales targets.

## AL SIDRA JEWELLERY LLC

Jan 2012 - Jun 2013

### *Sales & Marketing Executive*

- Provide daily sales reports.
- Increase sales volume.
- Provide and understand client's need for the products.
- Understand and suggest market demands in jewelry designs.

## SUTHERLAND GLOBAL SERVICES

Aug 2010 - Jul 2011

### *Sr. Customer Support Executive*

- Provide troubleshooting to the customers.
- Provide information and assistance regarding the products of Dell.
- Sales of warranties and other products.
- Resolving customer queries.
- Dispatching hardware and support services as and when needed.
- Resolution on a first call basis.

## GALAXY ARTS

Aug 2008 - Jul 2010

### *Graphic Designer*

- Creating designs for logos, pamphlets, business cards, etc.
- Sales and Marketing for the company.
- Improve client relations.
- Meeting clients and discussing the ideas and our strategy for the project.
- Building new clients & developing business.



## **Additional information**

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Have a Valid UAE Driving License.