

Deepa Singh

India (Ready to Relocate)

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Core Qualifications

Extensive background in sales and travel practices under various heads. Strong network of resources ready to provide specific business trip requirements. Can arrange travel by air, hotels etc. Understanding of practices associated with reading defining and application of taxes hub utilization and fare rules. Capable of providing the best accommodations while staying within a projected budget.

Work Experience:

Professional attributes- sales, Team Management, Customer Service & Handling, Vendor Management & Administration.

Polinsys Immigration: - Delhi - Business Development Officer from (04th Jan 2021-Present)

- Handle incoming calls, solve queries with necessary instructions as per the company guidelines & clients in-Person, communicate effectively to customers.
- Experience in Email marketing, social media platforms, Excel, Google sheets.
- Design poster for social media platform & for email marketing.
- Help clients on different pathways to get Canada PR.
- Achieve assign work target on time, Prepare Data of all clients & sales report.

TUI India –Gurgaon: -Senior Travel Consultant (Holidays) from 27th Nov2018 -14th Jun2019

- Dealing with corporate clients to figure out their travel requirements and providing details about feasible itineraries for travel.
- Handling International holiday packages, designing itinerary, negotiation with suppliers etc.
- Providing flight, hotel, and rail option considering the client's financial constraints.
- Managing ticket booking, issuance, cancellations and refunds.
- Providing transit visa information.
- Deal with occurring travel problems, complaints or refunds.
- Taking phone calls and emails from client to provide the travel details.
- Managing and sending them their invoices & working in GDS (Amadeus)
- Follow up with the airline for schedule changes, other issues, etc.
- Excellent problem solving and follow up skills.

- Achieving all assigned targets and delivering maximum repeat travelers
- Handling inbound calls and solving queries

Yatra Online Pvt Ltd, Gurgaon: -Senior Travel Consultant (Holidays) from 16thSep2014 - 21stNov 2019)

- Determining clients' needs and suggesting suitable leisure travel itineraries.
- Booked air, hotel, car, service as a complete holiday package.
- Consulted with clients and provided appropriate information regarding travel services routes reservations schemes and other available services.
- Respond to all calls quickly, professionally and courteously.
- Handling International holiday packages, designing itinerary, negotiation with suppliers etc.
- Successfully contributed to minimizing company costs due to thorough research of air and hotel.
- Achieving all assigned targets and delivering maximum repeat travelers.
- Working in GDS (Amadeus).

Aeronet Travels, Delhi: -Tour Planner (Holidays) from (27thMay 013 -13thSep2014)

- Booked air, hotel, car, service as a complete holiday package.
- Designing domestic itineraries and flyers for social media promotions.
- Consult with clients and provide appropriate information regarding travel services routes reservations schemes and other available services.
- Respond to all calls quickly, professionally and courteously.

Click to Travel, Delhi: - Sr. Executive from (12thOct 2011 -25thMay 2013)

- Dealing with corporate clients to figure out their travel requirements and providing details about feasible itineraries for travel.
- Providing flight, hotel, and rail option considering the client's financial constraints.
- Managing ticket booking, issuance, re-issuance, cancellations and refunds.
- Help customer on Tourist visa
- Working in GDS (Amadeus).

Sea and Sky Travel, Delhi: Tour Executive from (01stMar2010 -29thAug2011)

- Dealing with UK & Europe clients for Inbound holidays.
- Arranging flight, Hotel & local transport for international clients.
- Arrange local tour guide.
- Continuously stay in touch with clients if they need and support or service during the trip

EDUCATIONAL QUALIFICATION:

Year	Stream	Board/University
2010	Bachelor In Tourism	IGNOU – Delhi
2007	Diploma in Travel & Tourism Management	Janki Devi College – Delhi
2006	Senior Secondary – CBSE	J. D Tytler School – Delhi
2004	Matriculate – Distance Learning	National Openschool – Delhi

ACHEVEMENT

- Won Fam trip to Europe (2016)
- Won Fam trip to Dubai (2017)

PERSONAL INFORMATION:

- Fathers Name: Late Mangal Singh
- Marital Status: Single
- Languages Known: English & Hindi
- Date of Birth: 18th Aug 1985

I hereby state that the particulars given above are true to best of my

knowledge.

(Deepa Singh)