



Kalpana Dubey



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Qusais 1, Dubai , Dubai, UAE 1520

SKILLS

- Customer service
- Proficient in Galileo, Sabre.
- Performance management
- Complaint resolution
- Sales
- Client acquisition
- Client relationship management
- Business Travel Management
- Team Player
- Account management
- Proficient in Microsoft Office (Word, Excel, Outlook)
- Valid UAE and India Driving Licence.
- Contract Preparation
- Generating MIS report
- Preparing Sales report

EDUCATION

09/2005

Trade Wings | Mumbai
IATA – Travel & Tourism

03/2004

Mumbai University | Mumbai
Bachelor of Commerce :
Finance

LANGUAGES

Hindi, Marathi: Native language

English:

C1

PROFESSIONAL SUMMARY

An aspiring Key Account Manager with 3 years of experience in the sales domain and 10 years of expertise in operations seeking an appropriate position for working with an organization having a strong vision and mission to enhance its growth and development, providing simultaneous opportunities for strengthening the foundation of my own self and further enhances my knowledge and sharing the experience with the organization. A keen communicator with the ability to relate to people across all hierarchical levels in the organization. Possess the ability to motivate people to achieve organizational objectives. Possess excellent communication skills, problem resolution abilities and maintains confidentiality, a complete TEAM Player.

WORK HISTORY

02/2018 - Current

Nasser Air Travel and Shipping Agency | Dubai, UAE
Key Account Manager

- Playing an integral role in new business pitches and hold responsibility for effective boarding of new clients.
- Responsible for the development and achievement of sales through the direct sales channel. Focusing on growing and developing existing clients, together with generating new business.
- Responsible for relationship management with client, after deals were signed and took it till last possible operational execution and payment follow-ups.
- Provide best possible environment in which team can work successfully, represent interests of team internally as well as externally.
- Visiting corporate for smooth flow of business.
- Provides first point of contact support for travel client programs with focus on Key contact relationship.
- Maintaining MIS / Sales report.

02/2016 - 01/2018

Central Travels LLC (Ali Omran Al Owais Group) | Dubai, UAE

Advanced

French: A1

Beginner

Corporate Travel Supervisor –operation in Charge

- Monitoring a team of associates, thereby ensuring optimum performance.
- Strong leadership with the ability to work across multiple departments within the organization.
- Supervising ticketing team.
- Provides customer support by assisting with sales procedures.
- Coordinated with various functions within the company to ensure customer requests are handled appropriately and in a timely manner.
- Identifying and implementing strategies for building team effectiveness by promoting a spirit of cooperation between team members.
- Planning targets, monitoring numbers, and achieving overall targets on a weekly & monthly basis in adherence to preset standards.
- Developed strategies for team building and morale increase.
- Check on irregularities on invoices e.g. Work out cost-saving itineraries and flight connections.
- A designed productivity incentive program that increased office productivity by 72% in a two-month period.
- Supervise staff, monitor productivity and performance, identify service and staff development needs.
- Handle customer service issues.
- Negotiate group airfare and hotel contracts.

01/2013 - 03/2014

Orient Tourism | Mumbai, India

Operation Manager

- Ensure that the day-to-day operations of the business run smoothly.
- Train employees in advising customers on current travelling conditions, planning customer travel and itineraries, ticketing.
- Manage branch office.
- Ensure compliance with client's corporate travel policies.
- Ensure compliance with company's procedures and policies.
- Plan work schedules for employees.
- Review employee ticketing and sales activities to ensure cost calculations
- Responsible for relationship management with client, after deals were signed and took it till last possible operational execution and payment follow-ups.
- Handling List of Corporate clients and their Grievances.
- Visiting corporate for smooth flow of business.
- Handling ticketing team – Visa Team – Passport Team - Leisure Team (team of 15 Associates)

03/2011 - 12/2012

Alreyami Group LLC | Dubai, UAE

Sr. Travel Consultant

- Arranged routine and complex domestic and international business travel for air, car, hotel, limo and rail.
- Ensured optimum customer service while coordinating interdepartmental responsibilities.
- Coordinated and participated in promotional activities and trade shows.
- Informed clients of essential travel information, such as travel times, transportation connections, and medical and visa requirements.
- Ensured flawless travel by meeting customer request.
- Help clients in getting passports and visa for different countries.
- Built relationships with internal and external customers.

02/2010 - 02/2011

Thomas Cook India | Mumbai, India

Customer Service Executive

- Responsible for coordinating and booking worldwide vacations and travel needs.
- Used positive telephone service techniques; performed special customer request and maintain excellent client relations.
- Book flights, arrange ground transportation, and secure hotel reservations.
- Created positive work environment by maintaining highest level of ethics.
- Plan, describe, arrange, and sell itinerary tour packages.
- Handled VIP clients of Thomas cook.

12/2007 - 12/2009

HRG – SITA Kuoni Group | Mumbai, India

Sr. Travel Consultant

- Completed travel arrangements for International clients for air, car, and hotel and ground transportation at the lowest possible fare.
- Negotiating with an airline for a lower fare deal for corporate.
- Arranging Visas from different countries and providing other travel services such as foreign exchange, travel insurance.
- Cordial relationship with all airlines sales and management team and getting good deals for clients.
- Group booking for larger groups for an international tour.
- Hotel reservations and also handled car rental.
- International Train ticket reservations.

02/2007 - 11/2007

American Express | Mumbai, India

Travel Consultant

- Responsible for coordinating and booking worldwide vacations and travel needs for Halliburton.

- Negotiating with the airline for lower fare deal for corporate.
- Arranging Visas from different countries and providing other travel services such as foreign exchange, travel insurance.
- Cordial relationship with all airlines sales and management team and getting good deals for clients.
- Group booking for larger groups for an international tour.
- Hotel reservations and also handled car rental.
- International Train ticket reservations.

05/2005 - 02/2007

Rainbow Travels | Mumbai, India

Front Office Staff

- Assembled and issued required documentation, such as tickets, travel insurance policies, and itineraries.
- Arranging Visas from different countries and providing other travel services such as foreign exchange, travel insurance.
- Group booking for larger groups for an international tour arranged ground transportation, and secure hotel reservations.
- International Train ticket reservations.

ACCOMPLISHMENTS

Increased sales by signing new corporate deals.

Appreciation received for handling new corporate with utmost care and zero escalation as compared with last year performance.

Award received for individual highest Sales.

Recognized for smooth functions – with ex-pats involvements.

Appreciated for maintaining deadlines.

Recognized for effective office management and creating effective public relations.