



Mudit Sharma

Sales & Operations Manager

Management Graduate with more than 13 years of experience of Sales & Operations in Aviation, Hotels & E-Commerce Industry of Travel Trade.

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📍 Dubai, United Arab Emirates

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🌐 about.me/Mudit

📷 instagram.com/muditsharma9

Highlights

Leadership
Relationship Management
Goal Oriented
Communication

Training & Motivation
Networking
Creativity
Persistence

Objective

To be an integral part of the organization that can utilize my capabilities to the fullest and give an environment to my potential to grow in favor of the organization itself. To be an asset for the company & the country.

Career Milestones

Business Development Head, 360 Media Solutions (Jaipur, India)

Sep 2018 – Aug 2020

- Heading Sales Managers to perform account management, business development, market research, sales prospecting, lead generation, public relations, customer relationship management, event planning and coordination, logistics oversight, revenue management, and communications.
- We also prepare proposals for clients and maintain well-organized event records. I and my team of event sales managers build relationships with internal and external partners and leverage these relationships to deliver innovative and memorable events.
- Handling corporate clients like, Hero Motocorp, Pernod Ricard, LG Electronics, Tata (Tanishq, Fast Track) etc. to name a few for sponsorship and event management.

Sales Manager, Oman Air (Jaipur, India)

May 2017 – Sep 2018

- In charge of GSA for Oman Air on behalf of R.L. Aviation Services Pvt. Ltd., managing team of 11 employees from sales, operations and accounts.
- Exceeding Revenue & Profitability targets including optimum route profitability with sector & network revenue & Yield in focus. Work closely with Trade Partners.
- Ensuring sales and marketing resources, call patterns and areas of focus are those with of highest revenue
- Responsible to ensure all sales distribution channels are fully exploited.
- Collecting, collating and acting upon market intelligence. To work closely with pricing & yield.
- Motivating, coaching and leading the sales & reservation team to exceed targets.
- Track and record all meetings using RevenuePlus. In-depth and updated product knowledge.
- Analyze all relevant Customer data in order to assign resources and build relationships with guests.
- Dealing with specified categories of debt collection.

Account Manager, Etihad Airways (Abu Dhabi)

Feb. 2014 – Apr. 2017

- Generated more than 45% of turnover contribution to Point of Sale: Jaipur revenues, handled trade & corporate.
- Responsible for revenues & service delivery for few National & Global Accounts, working with National Account Manager & Global Account Management teams based at Dubai, Delhi, Mumbai & Abu Dhabi.
- Creating & implementing Business Plans, Revenue Forecast, Monthly Market Intelligence etc.
- Product presentations to Trade Agents & Corporate. Negotiations & Contracting with both.
- Responsible to conceptualize and implement trade & corporate marketing plans which includes Agency Loyalty Management, Trade & Corporate events, Sponsorship, Front Line Incentive Programs, Agency one-on-one etc.
- Market analysis with Salesforce.com to prospect travel agents/corporate & SMEs.



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Sales Manager, Tamarind Tours (Delhi, India)

Oct. 2012 – Feb. 2014

- Handled B2B Sales Management with major travel agents & corporate of region.
- Promoting and marketing the business, to new or niche markets as well.
- Managed budgets and maintaining statistical and financial records. Selling travel products and tour packages. • Sourcing products and destinations to meet consumer demands for bespoke travel and sustainable tourism. • Taking part in familiarization visits to destinations to gather information on amenities of interest to consumers.
- Liaising with travel partners, including airlines and hotels, to manage bookings and schedules.
- Dealing with customer enquiries and aiming to meet their expectations. Overseeing the smooth, efficient running of the business.

Sales Executive, Four Points by Sheraton (Jaipur, India)

Feb. 2011 – Sep. 2012

- Market type B2B & B2C. Segment Travel Agents, Corporate & End user or direct client.
- Identifying new contacts and developing sales leads. Ensuring enquiries become confirmed business.
- Upselling where possible. Producing written quotations, confirmation and contracts.
- Checking customer satisfaction and resolving any issues to ensure repeat business.

Key Accounts Executive, Jet Airways (I) Ltd. (Udaipur, India)

Sep. 2005 – Feb. 2011

- Joined as Customer Service Assistant, got promoted twice and was designated at Udaipur to handle sales for the region. Market type B2B. Segment Travel Agents & Corporate.

Scholastic Record

2005	MTM (Masters in Tourism Management)	Mohan Lal Sukhadia University, Udaipur
2003	Bachelor of Commerce	Stani Memorial College, Jaipur
2000	XII	R. B. S. E., Jaipur

Computer Proficiency

- PG Diploma in Computer Applications; Salesforce, Revenue Plus, Sabre, Fidelio, Opera, Microsoft Office.

Personal Details

Date of Birth:	18th Sep. 1983
Father's Name:	Mr. Kamal Bhatra
Nationality:	Indian
Marital Status:	Married
Passport No.:	U3930070 (Valid till: 27/07/2030)
Visa Type:	Visit Visa