

Vignesh K

Current Location: Dubai, UAE

Email: Vigneshherek14@gmail.com

Mob: +971 553722743



PERSONAL SUMMERY

Knowledgeable Travel and Tourism professional has sound understanding of attracting tourists to various destinations through good public relations and interpersonal skills. Additionally has good experience working as Senior Sales Support Executive in Dubai, UAE and Asst. Manager in Sales Operation in India, making good package deals and capable of handling both inbound and outbound tours. Has a qualification of Master Degree in Tourism Administration and five years of experience working in the travel and tourism industry.

CAREER OBJECTIVE:

To pursue a successful, challenging & exciting career while being able to dispense my maximum potential to the benefit of the organization and at the same time acquiring knowledge on the road to success.

WORK EXPERIENCE

✦ HolidayMe (Traveazy DMCC) – Dubai, UAE

Worked as Senior Sales Support Executive – 17th December 2017- 31st March 2020

DUTIES AND RESPONSIBILITIES

- Assisting Manager in Planning and Implementing new strategies and to Improve organizational processes in order to achieve the overall organizational goal
- Assist and Supervise Sales agents to meet and exceed goals
- Monitoring the lead quality and filter before assigning to Sales agents
- Coordinate with both operation and sales team to Improve team efficiency and Productivity
- Understand customer needs and offer solutions and support
- Answer potential customer questions and follow-up call
- Monitoring customer complaints and Resolve problems
- Track Daily reports to Analyze sales and operational performances
- Follow up with agents for all open and pending leads and Support in order to close the sales and Increase the conversion
- Identify the current trends and help team with competitive products
- Monitoring agents emails and quotes to ensure the work quality
- Directing, Managing and Motivating the sales team to achieve the sales target
- Answer all sales related queries and give full operational related support for all the agents
- Monitoring daily sales and Support sales agents to Increase the sales conversion and to meet the monthly targets

✚ TRAVEL4SEASONS SERVICES PVT LTD – Bangalore, India

Worked as Assistant Manager in Sales operation – 23rd May 2016 to 14th October 2017

DUTIES AND RESPONSIBILITIES

- Assisting the Manager in Organizing, Planning and Implementing strategy
- Coordinate with team for daily operational management & Sales development.
- Assisting clients with choosing tourism packages and providing information about tourist destinations as per their points of interest.
- Itinerary preparation and costing- Make quotation for FIT packages to various tourist destinations Inbound & Outbound.
- Provide information about rules and regulations of various tourist countries and their follow-ups.
- Assisting clients with obtaining needed visas and understanding them for basic documents required for visa submission.
- Participate in Road Shows for marketing and promoting business.
- Collecting, evaluating and responding to customer feedback.
- Managing relationships with travel agencies and vendors
- Preparation of various reports for Senior Managers.

✚ SOUTHERN TRAVELS PVT LTD – Bangalore, India

Worked as a Tour Executive (Sales Executive) – 28 July 2014 to 9th April 2016

DUTIES AND RESPONSIBILITIES

- Prepare packages for various tourist destinations all over India & Out bound (Group Departures).
- Itinerary preparation and costing- Understanding customer's interest and preference and preparing itinerary plan within their budget.
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Collecting, evaluating and responding to customer's feedback.
- Preparing Daily Cash sheets & Tally Data Entry
- Preparation of daily reports to reporting Managers.

ACADEMIC QUALIFICATION

- ***MBA (Tourism Administration) at Mangalore University(2012-14)***
- ***B.A. Travel &Tourism Management – at Kannur University (2009-2012)***

ACADEMIC PROJECT DETAILS

- ***Tourism Impact on Quality of Life-A Case study of Bekal,Kasaragod.***
- ***Eco tourism and its Role in Sustainable Development of Kerala***

COMPUTER & TICKETING EXPERIENCE

- **Amadeus-** One month special training for Ticketing and Reservation from Guiders mission Tours and Travels, Cochin
- **Microsoft Office-**(Outlook, Word, Excel, Power Point)

PROFESSIONAL TRAINING AND INTERNSHIPS

- **Kerala Travel Exotica Holidays.** Ernakulam, Kerala
OPERATION & RESERVATION DEPARTMENT
- **Guiders MissionTravel Agency,**Ernakulam, Kerala
TICKETING & RESERVATION
- **Hotel Issac'sRegency,**Wayanad,Kerala.
FRONT OFFICE – RESERVATION

PROFESSIONAL STRENGTHS

- Ability to organize, co-ordinate, implement and control work related activities.
- Communication & Visualization.
- Excellent command of communication of English Language.
- Flexible and adapt quickly to new working environments.

PERSONAL STRENGTHS

- Having pleasing personality and very good interpersonal skills.
- Self Motivated, Determined and thorough approach to work.
- Capable of working on own initiative.
- Quick Learning and effective personal communication skills

PERSONAL DETAILS

Date of Birth : 24th Dec 1991

Gender : Male

Nationality : Indian

Marital status : Single

Languages known : English, Hindi, Malayalam, Tamil& Kannada

Visa Status: **Employment Visa**

Passport Details -

- *Passport No* :**M0880491**
- *Issue Date* : **08/08/2014**
- *Expiry Date* : **07/08/2024**
- *Place of Issue* :**Kozhikode**

DECLARATION

I hereby declare that all the statements furnished above are true and correct to the best of my knowledge and belief.

VIGNESH K