



## PROFILE

A highly competent Professional having an experience of total 10 years in Travel & Tourism Industry; Excellent analytical skills summed up with splendid knowledge of Sales, Contracting & Designing Products, Managing Pre-Tour, On Tour & Post Tour Operations, Managing the Air & Land Inventory, Focusing & boosting Sales by nurturing the business of the Company.

## CONTACT

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## ADDRESS

M-08, Al Souq Al Kabeer, Bldg no 400, Near Mussalla round about, Bur Dubai, Dubai, UAE.

# SHRUTI KUDTARKAR

**Specialist in Contracting, Pricing & Operations - Outbound (GIT / FIT / MICE)**

## CORE COMPETENCIES

- Contracting of land services: Hotels, Restaurants, Coaches, DMC's etc.
- Knowledge across all the destinations
- Destination Research
- Market Research for Sales Development
- History Analysis
- Product Designing
- Marketing, Add Designing & Brochure Designing for the Products launched
- Boosting Sales & coming up with innovative ideas for enhancing Sales
- Inventory Management
- Final Operations of the Products launched
- Pre, On Tour & Post Travel Operations

## ACADEMIC QUALIFICATIONS

- PG DIPLOMA Travel&Tourism - Sophia Polytechnic, Mumbai
- TYBA in Sociology – Sophia College, Mumbai
- HSC - Sophia College, Mumbai
- SSC – Little Flower of Jesus High School, Mumbai

## Additional Academics

- Intermediate Drawing Grade Exam, Mumbai University
- 04 years Ancillary Majors in French Language, Sophia College, Mumbai

## PROFESSIONAL ACHIEVEMENTS

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### **Achievements at Kuoni together with SOTC India**

- Year 2015: Awarded as an Achiever in Excellence in Support Services during Kuoni Fellowship of Awards 2014 - 2015
- Year 2014: Awarded as an Achiever in National Category for the Best in Central Procurement Cell (Product Development) at the Kuoni MICE Annual Meet 2014

### **Achievements at Orbitz Corporate & Leisure Travels (I) Pvt Ltd**

- Year 2012: Awarded as "Best Products & Operations" of the Year.
- Year 2011: Handled the Products & Operations for largest delegation from India to a Textile Fair - ITMA Barcelona, Spain.
- Year 2010: Awarded with a Special Recognition Award for Products & Operations for Year 2010 from the Divisional Head.
- Year 2010: Handled the Products & Operations for the largest delegation from India & also for the first time in the Trade Fair history a delegation of around 726 passengers to K 2010, Dusseldorf, Germany.
- Year 2009 - 2010: Awarded as "Best Counter Sales" in Business Tour Department.

## ON TOUR & TRAVEL EXPOSURE

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### **Opportunities at AFC Holidays LLC, Dubai**

- Year 2017, Apr: Group travel to Yerevan, Armenia (Product Recce)
- Year 2017, June: Group travel to Tbilisi, Georgia
- Year 2017, July: Group travel to Tbilisi, Georgia (Product Recce)
- Year 2017, Nov: Visit to WTM, London, United Kingdom

### **Opportunities at Kuoni together with SOTC India**

- Year 2014, June: FAM Trip to New Zealand of about 13 days organized by Tourism New Zealand covering Auckland & South Island
- Year 2014, Nov: Sent on a Recce for Asian Paints MICE Group (1000 pax) to Copenhagen Denmark for 2015

### **Opportunities at Orbitz Corporate & Leisure Travels (I) Pvt Ltd**

- Year 2012, October: Travelled to Guangzhou, China as a Tour Co-ordinator for Canton Apr 2012.
- Year 2012, June: Travelled to Frankfurt, Germany as a Tour Co-ordinator for Achema 2012
- Year 2011, Sept: Travelled to Barcelona, Spain as a Tour Co-ordinator for ITMA Spain 2011.
- Year 2010, Oct: Travelled to Germany: Dusseldorf, Frankfurt, and Rhineland as a Tour Leader for K 2010.
- Year 2010, Apr: Travelled to Guangzhou, China as a Tour Leader for Canton Apr 2010.

## WORK EXPERIENCE

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### **Worked with AFC Holidays, LLC Dubai, UAE in Products, Contracting, Operations from 5th Feb 2017 – 26th Sep 2018**

Job profile: Solely responsible for Let's Go Weekend Products

#### Products & Contracting:

- Deciding on the destinations to be launched under the said panel
- Product procurement & buying: Direct / Through Suppliers / Online Partners in some cases
- Deciding on the Partners to collaborate for the said year for each destination
- Securing Airline blocks in co-ordination with Airline Team
- Deciding on the number of seats or Airlines to be blocked for each Tour
- Product designing
- Pricing strategy

#### Operations:

- Pre, On & Post Tour Operations for each launched product
- Co-ordinating with Partners for confirming the Tours
- Co-ordinating with Airline Team on finalizing the seats
- Co-ordinating with Accounts Team for payments
- Issuing Tour confirmation vouchers, letters & Itinerary for the booked pax
- Focusing on strategies to increase the yield on the file

#### Sales & Marketing Support:

- Boosting Sales Team to sell more
- Maintaining Inventory update for the blocked seats
- Deciding on Marketing mailers for each product
- Pricing strategies for each season: High & Low
- Pushing the Team for the products that need more attention

#### Responsible for quoting on any Special Groups / Ad-hoc Group / MICE Groups

- Working on the quotes for Special Groups
- Responsible for Products, Contracting & Operations for such Groups
- Also sometimes involved as Sales Support for such Groups

### **Worked with Cox & Kings Ltd, INDIA as a Deputy Manager – OBT MICE Contracting from 13 Aug 2015 to 1st Nov 2016**

#### Job Profile:

- MICE Contracting & handling one of the key markets of India – DELHI
- From Sales closure to final service confirmations
- Handling day-to-day enquiries
- Targeting old & new businesses of the region
- Designing Product for Special Groups
- Keeping a track of enquiries generated & materialized over all from the Region
- Post closure of the file maintaining & keeping a track of the funds on the file

- Releasing Supplier payments, proposing product up selling if any
- Keeping a track of the final file's profitability

**Worked at Orbit Corporate & Leisure Travels (I) Pvt Ltd as a Manager – Business Tours from 9 Mar 2015 - June 2015**

Job Profile:

- ITMA Milan 2015 – Operations (Department: Business Tours)
- Replying to day-to-day Group enquiries
- Designed Fair Product + Extension Itineraries + Excursion options
- Maintaining Costing sheets
- Contracting: Directly + local DMC's
- Maintaining Rooming list
- Keeping a track of Air Inventory utilization
- Maintaining Hotel free release cut offs
- Maintaining Vendor / Supplier payment cut offs & informing the Accounts on the deadlines

FIT Enquiries + Online enquiries (Department: VTF)

- Replying to day-to-day FIT / Online enquiries
- Maintaining Enquiry Bible
- Maintaining booking details with costing sheets of PAN India bookings done on the Company portal

Designing product for Special Groups / Study Tours / Off-beat Trade Fairs

- Destinations that can be promoted in terms of study or educational tours perspective
- Accompanying Sales Colleague for such Study or Special Group enquiries
- Opportunities for business development for such Products
- Direct contracting + Operations of the file (except Visas)
- Airline Contracting
- Market re-search & past records history

Contracting for future Trade Fairs – Additional responsibility taken up by choice

- Contacting Hotels, Restaurants, Coaches, local Guides for future Fairs
- Maintaining Contracting sheet with prices, cut offs, payment details
- Contracting for FIT pax: Apartments, Flexi Hotels – Direct buying
- Designing Itineraries
- Analyzing Sales strategy from buying perspective & deciding on the Selling prices
- Maintaining past histories

**Worked at Kuoni together with SOTC India as Deputy Manager – MICE Contracting & Products @ Central Procurement Cell (CPC) from 7 Jan 2014 until 3 Mar 2015**

Job Profile:

Contracting – Part of the Job Profile

- Handling PAN India enquiries
- Experience of contracting for multiple destinations

#### Contracting & designing Products for MICE Groups

- Determining opportunities for direct buying + through local DMC's to procure right price for the Group
- Maintaining Costing sheets
- Co-ordinating & maintaining relations with Hotels, DMC's & other local Partners
- Maintaining Supplier contact sheets
- Attending Road shows & Seminars to gain information & knowledge about current Market scenario
- Co-ordinating with local Tourism Boards for MICE benefit programme for the Groups, understanding the processes & post confirmation taking an action for further formalities

#### Product Development & Sales Support – Taken up as an additional responsibility by choice due to personal interest

- Introducing & researching on new destinations
- Conducting Training sessions every month on New & Old Destination by giving a PowerPoint presentation through-out Kuoni Sales drive across India
- Introducing Old destinations with ideas of doing the same in new ways or alternate ways – Reviving the Product in short
- Developed & created PowerPoint presentations for around 18 Products in 01 year
- Accompanying Sales person for Sales visits to Kuoni clients to ensure better selling of Product + understanding pax's requirements better

#### **Worked at TPlus Tours India Pvt Ltd, INDIA as a Manager – Contracting, Products & Operations – MICE / FIT / Trade Fairs from 10th June 2013 only until Nov 2013 as Company closed down**

##### Job Profile:

- Contracting of various Products including of Hotels, Coaches, Restaurants, DMC's for MICE / FIT / Trade Fairs
- Designing of the Final Products
- Product Designing
- Marketing, Add Designing & Brochure Designing for the Products launched
- Boosting Sales & coming up with innovative ideas for enhancing Sales
- Inventory Management
- Final Operations of the Products launched
- Pre, On Tour & Post Travel Operations

#### **Worked at Holidays @ Leisure as an Assistant Manager from 14 Mar 2013 till 9 June 2013**

##### Job Profile:

- Was been trained for 6 months for the position of “General Manager” & taking the below key responsibilities as a medium to excel in the future given role,
- Managing Sales for the Leisure Travel (Concentrating only on FIT Leisure Market)
- Contracting of the Agents for the Land Services
- Managing the Operations of the pax booked
- Taking care of the Visas
- Assisting for the Marketing Plan of the Company to grow from just FIT to Groups as well.

**Worked at Orbitz Corporate & Leisure Travels (I) Pvt Ltd as an “Assistant Manager: Products & Operations - Business Tours in HO (From 6 May 2008 until 11 Mar 2013)**

Job Profile:

Product Designing + Sales Strategies:

- Contracting of Land Services, Deciding the Airlines to be used, Destination + Trade Fair Research
- Market Research for Promotion of the Fair + Sales Development
- History Analysis of the previous Product & accordingly designing of the current Product.
- Preparing Costing Sheets
- Final Product Designing + launching
- Partners, Email Designing, Teaser mailer Designing & Final Brochure Designing.
- Maintaining all the Sales Enquiry Record received by Web mailer, Emailer or Telephone Call related to the said Product.
- Ensuring the Profitability of the Project versus the Sales closed at.

Tour Planning + Ensuring Services committed fulfilled + On Tour Operations:

- Along with Product Designing & Sales Strategies managing the core Operations part of the Product.
- Land + Air Inventory update on daily basis
- Co-ordinating with Suppliers for Cut offs for Free Releases, Payment deadlines
- Maintaining Master Rooming with all the Pax details with each pax Commitment's detail, Hotel Rooming List which needs to be sent to Agents & Hotels, Rooming list for Accounts for releasing payments.
- Maintaining Arrival & Departure List + Summary of Pax, Day wise Occupancy Chart of the Hotel.
- Deciding Tour Leaders for the Tour & planning the action plan for each.
- Designing the day wise Itineraries for the Coaches
- Planning the Operational Plan of the Tour
- Planning of a special Industry networking night for the passengers (Gala Night) in a special pre decided venue with special services taken care.
- Arrangements for Caravan Services on Tour post fair (Serving of Indian Tea, Coffee & Snacks)
- Ensuring smooth On-Tour services to the pax & operations of the pax.
- Making the TCV's (Tour Confirmation Vouchers) for all the booked passengers with mentioning the detailed Service Inclusions, Exclusions, and Meal & Occupancy.
- Releasing the said Handovers to the Service Team by coordinating with Accounts Team about the passenger payment collection details.

**Previously worked as Sales Support for Business Tours in Mumbai Branch in M/s. Orbitz Corporate & Leisure Travels (I) Pvt Ltd**

Previous Job Profile:

- Handling Telephone Enquiries, Walk-in Enquiries.
- Contacting all Ex-Pax, New Pax Data
- Doing Research on the new Data for the promotion of the Fair
- Maintaining the Record of all the Enquiries + Ex Pax Data or Register Data
- Closing or Booking Pax on Phone / Walk-ins.
- Collecting payments & Visa Documents from the passengers

## PERSONAL DETAILS

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|----------------------|----------------------------------|
| ➤ Full Name:         | Mrs. Shruti Sudhir Kudtarkar     |
| ➤ Date of Birth:     | 13 Dec 1986                      |
| ➤ Marital Status:    | Married                          |
| ➤ Languages Known:   | English, Marathi, Hindi & French |
| ➤ Personal Email ID: | shrutidhargalkar@gmail.com       |

## HOBBIES

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- Travelling & Researching on Destinations
- Specialization in Paintings (Oil + Poster Colors of Lord Ganesha (150 Paintings of own creation)
- Listening to Music
- Cooking