



# Richard Watson

## OPERATIONS MANAGER

### CONTACT

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### SKILLS

- Adaptable
- Negotiation Skill
- Communication skills
- Sales process skills
- Motivational
- Ability to build relationships
- Coach & mentoring

### EDUCATION

**Bachelor of Science**  
San Jose State University  
Mar 2006 - Jun 2009

**Diploma in Marketing Management**  
Northeastern University  
Jan 2010 - Apr 2011

**PG program in Operation management**  
Arizona State University  
May 2012 - Apr 2014

### LANGUAGES

English	
French	
Arabic	
German	

### AWARDS

**Rising star**  
Make my trip 2014-03-01

### SUMMARY

Highly motivated and adaptable professional capable of working with a team in a challenging environment. With 8+years of experience in various Industry Sectors and as a part of Mice Sales/ Operations and Customer Service, my expertise is to understand customer requirements. I am Customer-Centric and target-oriented.

### EXPERIENCE

**Sales Manager**  
Riora Voyages Sep 2016 - Jan 2020

**Mice & Outbound Operation**  
Make My Trip Oct 2013 - Jul 2016

**Executive Mice**  
Cox & Kings Oct 2011 - Oct 2013

### ROLES & RESPONSIBILITIES

#### **Sales and Operation Manager**

- Responsible to map potential customers and generate leads for the organization.
- Handled clients successfully like Siemens, JP Morgan and various other Big giants in mice movements.
- Possess deep knowledge of business product offering and value proposition.
- Devises strategies and techniques necessary for achieving the sales targets.
- Responsible for brand promotion.
- Handle team and motivates them to achieve targets.
- Maintaining and improving relationships with the client.
- Developing strategic policies and programs for corporate travel.
- Manage cost center allocations and payment deadlines.
- Coordinate Domestic, International and large group / Conference travel arrangements.
- Negotiates contracts with travel agencies and suppliers.
- Proactively source Venue availability for upcoming events and conferences.
- Negotiate quotes and contracts.
- Consistently stays on top of company event calendar to anticipate upcoming events for the purpose of planning travel
- Create and manage Customer lists/data for Conferences and tradeshows acting as a liaison between clients and vendors.
- Partner with the events team to ensure travel milestones are met.
- Run Daily Sales reports.
- Handle Operation part off ground.
- Handling and overseeing all travel arrangements (air, lodgings, etc.)