



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 tradeshowes 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.)