

# Jothiga Vassou

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## CAREER OBJECTIVE

To acquire a position where able to utilize knowledge, dedication, operational management experience, and organizational and customer service skills in a service-driven environment.

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## ACADEMIA

- ✎ **B.Voc (Operation Theatre Technology OTT)** – First class with **80%** from Community College, Puducherry, Pondicherry University (2019-2022)
- ✎ **HSC** – First class with **75%** from State Board, Puducherry
- ✎ **SSLC** – First class with **84%** from State Board, Puducherry

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## TECHNICAL EXPERIENCE

### TRAVEL CONSULTANT – Smiley Trips

Oct 2022 – Feb 2024

- ✎ Managed a portfolio of high-net-worth clients. Provided end-to-end travel management solutions, including airfare, hotel, ground transportation, and tour packages. Achieved a good customer satisfaction rate and was consistently recognized as a well performer. Collaborated with clients to develop customized travel itineraries that met their unique needs and preferences. Negotiated with domestic vendors to secure exclusive deals and discounts, resulting in cost savings for clients. Handled complex travel changes and emergencies, ensuring seamless travel experiences for clients.

### Responsibilities:

- ✎ Led a team of five travel coordinators responsible for managing travel arrangements for 200+ employees. Developed and implemented travel policies and procedures to ensure compliance and cost control. Reduced travel expenses by 15% through strategic vendor negotiations and travel optimization initiatives.
- ✎ Established relationships with preferred vendors and negotiated corporate rates to reduce travel costs.
- ✎ Developed and maintained travel dashboards and analytics to track key performance indicators and identify areas for improvement.
- ✎ Provided travel training and support to employees, ensuring compliance with company policies and procedures.
- ✎ Built and maintained strong relationships with clients, earning a reputation for exceptional customer service.
- ✎ Designed and executed group travel itineraries, including transportation, lodging, activities, and dining.
- ✎ Developed and implemented marketing strategies to promote travel services and generate leads...

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## PERSONAL DOSSIER

Father's Name : Mr. Vassou G  
Mother's Name : Mrs. Vijaya V  
Date of Birth : 11th Feb 2002  
Linguistic Abilities : English, Tamil (Speak, Read, Write)

Place:

Date:

(Jothiga Vassou)