



MOHAMMED IRSHAD S.D.

ANSARI

Team Leader/Sr. Executive – Business Operation's
B2B – CLEARTRIP PVT LTD [A FLIPKART COMPANY]

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ABOUT

A dynamic and results-driven **Travel and Tech Business Operations Professional** with a robust background in **product development, technical support, and customer service**. I leverage strategic leadership and relationship-building skills to drive innovation and transformation within the travel industry.

My expertise lies in optimizing **business operations, driving growth through technology integration, and enhancing product channels (B2B, B2C and Corporate) to deliver exceptional travel services**. I'm adept at leading teams and managing operations in fast-paced environments, with a proven track record of redefining operational KPIs and collaborating with technology teams to ensure product enhancements meet market demands.

I am dedicated to fostering partnerships and using data analysis to generate actionable insights, all while emphasizing sustainability and operational excellence.

B2B Products Experience:

I've hands-on experience with 10+ B2B products, which includes:

- ☐ Airline ☐ Hotel ☐ Train ☐ Bus ☐ Car
- ☐ Insurance ☐ Cruise ☐ Multi-Utility ☐ Rail Tourism
- ☐ Money Transfer ☐ Lounge services

SKILLS

- Team leadership and development
- Product development and implementation
- API and white-label platform management
- Report generation and business intelligence
- Multitasking and problem-solving under pressure

EDUCATION

SSC
2011
MAHARASHTRA
BOARD

HSC
2013
MAHARASHTRA
BOARD

B.COM
2016
MUMBAI
UNIVERSITY

CERTIFICATION - YEAR

- ✓ Airfares & Ticketing with Amadeus CRS - 2017
- ✓ Data Visualization with MS Power BI Desktop - 2022
- ✓ Business Analytics with Excel – 2022
- ✓ Google Cloud – Introduction to Generative AI, LLM & Responsible AI – 2025

ADVANCED TOOL'S EXPERTISE

- ✓ Microsoft Excel (Pivot Tables, Power Query, Power Pivot)
- ✓ MS Power BI Desktop (Data Visualization, Data Modelling)
- ✓ Google Workspace Tools

OS' EXPERTISE



LANGUAGES



DECLARATION

- ✓ I hereby declare that the above-mentioned information is accurate to the best of my Knowledge and belief.

WORK EXPERIENCE 9 YEARS

UT WORLDWIDE (i) PVT LTD (CONTRACT) – BHIWANDI, MUMBAI 11/2016 – 11/2017 – DEO/MIS Executive

- ✓ Sales reports maintenance daily, monthly and yearly.
- ✓ Inward and outward products billing.
- ✓ MIS reports or records reconciliation. Looking after calls & emails, understand client's perception and provide accurate solutions to clients.
- ✓ Product dispatch planning as per STN or Challan deadline.

RIYA TOURS & TRAVEL (i) PVT LTD - VIKHROLI, MUMBAI 02/2018 – 08/2019 - Travel Consultant

- ✓ Non-Air Products and Query Management.
- ✓ Air Ticketing - Customer Service (FSC/LCC) PORTAL & GDS (AMADEUS / SABER) Corporate Ticketing, Reissue, Cancellation, Refunds
- ✓ Handled incoming requests via multiple channels, providing proactive travel consultation.

09/2019 – 10/2022 – Senior Travel Consultant

- ✓ Managed reservations for various travel services with accuracy and independence.
- ✓ Thrived in both self-directed and collaborative environments.
- ✓ Sales team feedback collection, setting up goals and process.
- ✓ management of internal stakeholder and their query including business reports.

11/2022 – 05/2024 – Team Leader

- ✓ Led and managed a team of 15+ members, providing guidance, support, and fostering collaboration.
- ✓ Managed technical operations and ensured timely updates.
- ✓ Developed customized reports and presentations.
- ✓ Contributed to goal setting and process development.
- ✓ Addressed feedback and resolved complaints.
- ✓ Coordinated team schedules and leave approvals.
- ✓ Provided feedback and proposed solutions.
- ✓ Suggested improvements to prevent issues.
- ✓ Managed API and white-label client relationships.
- ✓ REST API Testing:
- Experience with testing REST APIs that perform CRUD operations using Rest Assured.
- Knowledge of HTTP methods such as GET, POST, PUT, and DELETE.
- Good experience with Postman.

CLEARTRIP PVT LTD (FLIPKART COMPANY) - VIKHROLI, MUMBAI 05/2024 – Present – Senior Executive

- ☐ **Product Implementation & Efficiency**
- ✓ Led the successful implementation of new travel products and tech, boosting booking efficiency by 15%.
- ✓ Streamlined product setup, cutting implementation time by 20% and improving operational efficiency.
- ✓ Configured and maintained GDS and online booking platforms, ensuring reliable system performance.
- ☐ **Technical Support & Client Relations**
- ✓ Provided technical expertise to clients, resolving complex integration issues and ensuring seamless connectivity.
- ✓ Collaborated with developers to customize systems, meeting specific client requirements.
- ✓ Delivered technical support and training to travel agents and clients on system usage and best practices.
- ☐ **Strategic Contribution**
- ✓ Assisted in the evaluation and selection of new travel technologies and vendors.
- ✓ Contributed to the development of system documentation and training materials.

DATE : ____/____/____

M.ansari

SIGNATURE : MOHAMMED IRSHAD S.D. ANSARI

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