

# CURRICULUM VITAE

Mr. Viswanathan Balasubramanian

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## OBJECTIVE

Intend to build a career with leading corporate with committed and dedicated people who will help me to explore myself fully and realize my potential. Willing to work as a key player in a challenging and creative environment

## STRENGTHS

- Good Knowledge on Asian / Australia / New Zealand / USA / Canada
- Good Knowledge on European & African Destinations (South Africa/Kenya/Tanzania)
- Good Knowledge Georgia, Azerbaijan, Armenia,
- Proficient Knowledge on Asian & South East Asian Countries
- Good Team Player
- Good Administrative Capabilities
- Good Customer Relationship Management skills
- Language Known: English/Kannada/Hindi/Tamil and Malayalam

## IT SKILLS

- GDS – Saber Platform
- Illusions Travel Software – DMC Platform
- MS Word/ MS Excel
- Tally 6.3
- GTA/Hotel beds /DOTW/Orbitz World Wide Booking Portals Experience (b2b)

## **USP(s)**

- Trafalgar & Cost Saver Products | Globus & Cosmos Products
- Cruises (Star Cruise/Royal Caribbean/NCL, Costa Cruise/Silver Seas/Crustal Cruises)
- Disneyland Packages
- Swiss Packages
- Rail Europe | River Cruises
- Aussie Specialist, Far East Specialist
- Dubai Specialist
- Asian Destination Knowledge
- European Destination Knowledge
- African Destinations Knowledge (**South Africa/Kenya/Tanzania/Botswana**)
- USA and Canada
- VISA Knowledge

## **RECRUITMENT Management / ADMIN Skills**

Proficient experience in End to End recruitment management

- Coordinating with recruitment consultancy firms
- Screening Suitable Candidates CV for the appropriate Job Requirement
- Doing Telephonic Round Interview to know the Candidate Language Skills and evaluate if he/she has any Mother tongue Influence (MTI)
- Scheduling Interview Date for the Candidate
- Doing Preliminary round of Interview once the candidates is in the Office
- Preparing Appointment / Job Offer Letter for Candidate
- Salary negotiation with the prospective candidates
- Conducting Induction Program for the Candidates
- Assisting Candidates for Opening Salary Account with Company
- Engaging with Candidates to understand their issues and reporting the same to Top Level Management and solve the same to make Office a good place to work for Young Talents
- Arranging the Transport Facility Company Staff If required
- Assisting with Bank Account Opening for Recruited Staff / Employees
- Generating the attendance reports and file the same etc from System

## **EDUCATION QUALIFICATION**

- PG Diploma in Tourism Management
- B.COM (Major – Accounting / Taxation)

TRAVCO LLD DUBAI (May 2017 – Till Now) – ***Sr Consultant – Dubai Inbound***

Work Location: Dubai

- Preparing Quotation for Travel Agents / Clients hotel & Package Rate
- Preparing Tour Packages along with Costing
- Manage good Vendor Relationship with Hotels/ Apartments
- Making direct rates agreement with the properties World Wide
- Collaborate with multiple team members to increase the sales / operations revenue
- Organize and host small group of overseas travelers
- Organize and facilitate tours presentations and shows
- Monitoring the weekly sales / operations reports

TIME TRAVEL LLC DUBAI (Jan 2014 – MAR 2017) – ***Team Leader - Inbound/Outbound Operations***

Work Location: Dubai, United Arab Emirates

- Create unique merchandising program to increase sales revenue for GCC Market
- Doing CI and maintain comparative rate for the company
- Preparing Quotation for Travel Agents / Clients regarding Tours, Transfers, and Sightseeing
- Preparing Tour Packages along with Costing
- Manage good Vendor Relationship with Hotels/ Apartments
- Making direct rates agreement with the properties
- Collaborate with multiple team members to increase the sales / operations revenue
- Organize and host small group of overseas travelers.
- Organize and facilitate tours presentations and shows.
- Monitoring the weekly sales / operations report

ABSOLUTE ASIA JOURNEYS CO LTD (NOV 2011 – OCT 2013) --- ***Asst. Manager – Inbound Thailand***

Work Location: Pattaya, Thailand

- Overseas the daily sales team & operations teams' productivity
- Helping company to increase sales revenue
- Distributing the workloads to the team members
- Meeting monthly targets and SLA's set by the Company
- Timely Response to emails from TA / Vendors
- Manage good Vendor Relationship with Hotels/ Apartment/ etc
- Making direct rates agreement with the properties
- Collaborate with multiple team members to increase the sales / operations revenue
- Organize and host small group of overseas travelers
- Organize and facilitate tours presentations and shows
- Monitoring the weekly sales / operations reports
- Create unique merchandising program to increase sales revenue

ZENITH SOFTWARE LTD – BPO Division (Jan 2006 – Sep 2008) – ***Operations Consultant – Inbound Australia & New Zealand***

Work Location: Bangalore, India

- Handling emails from Travel Agents regarding FIT Tours from GCC
- Preparing Quotation for Travel Agents regarding Tours, Transfers, and Sightseeing.
- Preparing Tour Packages along with Costing
- Handling Inbound Calls from Travel Agents/Direct Clients about Tour Packages.
- Maintaining Excel Sheets and Uploading the Hotel Rates and the same Uploading
- Sending Invoice/Vouchers to the Travel Agents for the booking they make.
- Handling Direct Customers and also thru Phone calls (Inbound)
- Contact with Hotel/Operators if any disputes with Rates and sort out the same.
- Providing Training to New Staff regarding procedures how to deal with emails from
- Travel Agents / Operators/Suppliers and Software Applications

**DECLARATION**

I hereby declare that the above information is correct to the best of my knowledge

Yours Faithfully / Regards  
Mr. Viswanathan