



# Midhun Jo Antony

## Operations Team Lead

Operations professional with proven experience in project management, business operations, third party alliances and business development.



midhun.j.antony@gmail.com



+91 8281942202



Bengaluru, India



02 May, 1995



linkedin.com/in/midhun-jo-antony

## SKILLS

Customer Management

Supplier Relations

Alliances and partnerships

Key Account Management

Negotiation

Analysis & quality check of data

Project Management

## LANGUAGES

English



Malayalam



Tamil



## WORK EXPERIENCE

### OPERATIONS TEAM LEAD - GDS Wandertrails Services Private Limited

02/2019 – Present

Bengaluru

KRA

- Lead the product operations and project management efforts in building the first chain of branded experiential stays in India.
- Key account management for 30 supply partners in south India markets and generated a revenue of around 50 Lakhs in NBV and 5 Lakhs as profit in the last quarter.
- POC for liaison with all stakeholders in the ecosystem (MakeMyTrip, Goibibo, Booking.com, Expedia.com, Agoda, Airbnb, Paytm hotels and multiple other tier 1 online platforms).
- Optimized the contents and page scores of 200 listings in tier1 portals and increased the overall revenue by 20%.
- Point of contact for customer escalations and supplier support.

### OPERATIONS & REVENUE MANAGER Buzzotel Services

06/2018 – 02/2019

Bengaluru

KRA

- Strategise and execute appropriate marketing and pricing strategies for hotels.
- Troubleshoot and resolve supplier issues.
- Interface with OTAs, vendors and partners to ensure smooth operations.
- Analyzing the factors which impact the revenue of hotels and build a dynamic pricing strategy.

### OPERATIONS SPECIALIST Wandertrails Services Private Limited

06/2017 – 05/2018

Bengaluru

KRA

- Responsible for ensuring proper digitization of content and relevant details for the accommodation units identified and on-boarded by the sales team.
- Assisted in the product operations and project management efforts in building the first chain of branded experiential stays in the world.
- Ensured comprehensive listings and ensured visibility of 200+ listings(1000+Rooms) in tier 1 portals such as MMT, Goibibo, Booking.com, Airbnb, Agoda, and Expedia.
- Mainly focused on the channel manager integration of 200+ properties and checked manually if the price and inventory is pushing to each portals correctly.

## EDUCATION

### B.Tech - Computer Science St. Joseph's College of Engineering and Technology, Palai, Kerala

08/2013 – 05/2017

Kerala

## ACHIEVEMENTS

Held the position as Chairman of IEEE Student Branch of SJCT, Kerala Section (04/2016 – 02/2017)

Participant of "NASA SPACE APPS CHALLENGE" at CET TRIVANDRUM