



# Ivleena Chakraborty

## Tourism Consultant

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Indian

14 February 1998

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### Profile

With 2 years of experience at Assam Tourism Development Corporation, I have successfully implemented tourism campaigns increasing visitor numbers by 20%. Skilled in market research, event planning, and customer service, I am dedicated to boosting tourism in Guwahati, Assam.

### Professional Experience

04/2024 – present

#### Tourism Consultant

4Line Architect Pvt. Ltd.

Guwahati, India

##### **Client: Assam Tourism Development Corporation Ltd**

A passionate and personable Tourism Consultant with a flair for curating unforgettable travel experiences. With a keen eye for detail and a love for exploring the world, I excel at creating personalized itineraries that blend luxury, adventure, and cultural immersion. My expertise in destination planning, market trends, and sustainable tourism, combined with my exceptional communication skills, ensures that every client journey is seamless and memorable. Known for delivering tailored travel solutions with grace, professionalism, and a deep commitment to exceeding client expectations. I take pride in transforming dreams into reality, one destination at a time.

08/2023 – 01/2024

#### Digi Yatra Technical Support

Guwahati International Airport Limited.

Guwahati, India

Digi Yatra is an industry-led digital initiative coordinated by the Ministry of Civil Aviation in India. Digi Yatra utilizes facial recognition to verify passenger identities at various checkpoints, such as check-in, security, and boarding gates, without the need for physical documents.

As a technical support professional at Digi Yatra at Guwahati International Airport, I am responsible for maintaining and monitoring the Biometric Boarding System, including Kiosk and E-Gates to ensure smooth and secure passenger processing. I assist travellers in using the Digi Yatra and coordinate with IT teams (SITA, THALES) for system updates and issue resolution. My role focuses to the overall efficiency of the airports digital travel experience.

### Education

02/2021 – 02/2023

#### Bachelor's of Law

J.B. Law College, Guwahati

Guwahati, India

08/2018 – 09/2020

#### Master of Business Administration

Indian Institute of Bank Management

Guwahati, India

09/2015 – 07/2018

#### Bachelor's of Arts

Nalbari College

Nalbari, Assam

### Skills

Customer Service Skills



Interpersonal and Communication Skills



Maintain/Build Client Relationship



Proficiency in travel booking systems



Attention to detail and accuracy



Knowledge of travel trends and destinations



## Certificates

### AMADEUS

Issued by: Redwings Airhostess &  
Hospitality Institute

### CCAH

Infotech Computer Center, Nalbari.

### Travel & Tour Services

IIBM, Guwhati

## Awards

### Best Performer Award

*Adani Airport Holdings Ltd.*  
Digi Yatra Best Performer Award

### Excellent Performer Award by Courtyard Marriott, Bengalore

*Courtyard & Fairfield by Marriott, Bengaluru*

### Letter of Inspiration

*MD, Indo-Korean Business Culture Center*  
ADVANTAGE ASSAM 2.0

## Projects

02/2025 – 02/2025

### Advantage Assam 2.0

*"Next-Gen Opportunities in the Gateway to the Northeast"*

08/2023 – 02/2025

### Digi Yatra

*Digital Transformation in Air Travel - The Future of Passenger Experience*

04/2025 – 04/2025

### ASEAN- India Tourism Professionals Exchange Program

*"Bringing the World Closer to You"*