



PANKAJ KUMAR GUPTA

Product Manager (Warsaw)

Highly motivated and results-oriented Senior Manager with 17+ years of experience in aviation TFC rules and compliance, seeks a Product Manager position at TPConnects. Proven ability to leverage expertise in airline distribution, pricing, sales, and servicing to drive product innovation and deliver exceptional value to customers.

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PROFESSIONAL SUMMARY

- Expertise in airline distribution, pricing, sales, and servicing to drive product innovation and deliver exceptional value to customers.
- Proficient in Agile methodologies, NDC, and IATA standards with a strong understanding of airline revenue management and TFC compliance.
- Successfully led cross-functional teams in revenue assurance and fraud prevention, ensuring accurate tax filing and compliance in the aviation industry.
- Identified and mitigated revenue leakages, leading to significant financial savings and improved revenue integrity for major airlines.
- Developed and implemented a Waiver Management System using Agile methodologies, enhancing tracking, visibility, and control of waivers to reduce revenue leakage.
- Managed fare and GDS/BIDT audit processes, maintaining high standards of revenue integrity and compliance with a team of 54 individuals.
- Conducted training programs for over 100 individuals on airline processes, enhancing skills in fare audit, interline billing, and Amadeus GDS fares.
- Directed a team of 100+ employees, ensuring adherence to quality standards in fare filling and audit activities, with a keen focus on preventing revenue leakage.
- Leveraged expertise in Amadeus GDS, SQL, and data analysis to improve revenue assurance processes and prevent fraudulent activities.

TECHNICAL SKILLS

TFC Compliance Airline Revenue Assurance Product Development Process Optimization Amadeus GDS Revenue Management
Agile Methodologies NDC SQL Data Analysis

WORK EXPERIENCE

Manager (Revenue Assurance & Fraud Prevention)

AIR INDIA LIMITED (Gurugram) (Jul 2023 - Present)

Accountable for overseeing all aspects of revenue assurance, managing a team, collaborating with cross-functional teams and external vendors.

- Directed revenue assurance operations, leading a team of 42 professionals in identifying revenue leakages and mitigating fraud within Air India.
- Performed detailed analysis on substantial sales datasets, DCS data, and chargeback information to proactively detect and mitigate credit card fraud, safeguarding revenue streams.
- Managed agency debit and credit memos, completed exhaustive revenue audits, and developed successful recovery strategies to enhance revenue generation.
- Headed interline, proration, and chargeback teams, offering critical insights to prevent revenue leakages.
- Collaborated closely with the commercial (Revenue Management) team to ensure accurate and timely filing of taxes, fees, and charges in TTBS (Ticket Tax Box Service).

Achievements:

- Enhanced revenue recovery processes through the implementation of strategic audit and recovery initiatives.
- Improved the accuracy of tax filings by collaborating with cross-functional teams, ensuring compliance with regulatory requirements.
- Strengthened fraud prevention efforts by identifying and mitigating potential fraudulent activities, protecting revenue streams.

Senior Specialist (Revenue Assurance)

AIR INDIA LIMITED (Gurugram) (Apr 2023 - Jun 2023)

Responsible for overseeing fare and GDS/BIDT audit processes, managing a team of 54 individuals, and ensuring revenue integrity and compliance within a large-scale airline organization.

- Oversaw fare and GDS/BIDT audit processes to maintain revenue integrity and compliance standards within Air India.
- Managed a team of 54 individuals, fostering a culture of accountability and high-performance.
- Identified and addressed revenue leakages through comprehensive analysis of uplift data, implementing corrective actions.

Achievements:

- Maintained high standards of revenue integrity by effectively managing fare and GDS/BIDT audit processes.
- Cultivated a high-performance work environment by developing and mentoring a large team.
- Minimized revenue loss through proactive identification and resolution of revenue leakages

Specialist (Revenue Assurance)

AIR INDIA LIMITED (Gurugram) (Jan 2023 - Mar 2023)

Responsible for ensuring revenue integrity, identifying and mitigating revenue leakages, and supporting the efficiency of Revenue Assurance and Revenue Management functions at Air India Limited.

- Ensured revenue integrity across Air India Limited's operations.
- Proactively identified and mitigated revenue leakages, contributing to enhanced financial performance.
- Supported the efficiency of Revenue Assurance and Revenue Management functions through strategic contributions.

Achievements:

- Strengthened revenue protection efforts by implementing effective measures to identify and address potential leakages.
- Improved operational efficiency by providing key support to Revenue Assurance and Revenue Management functions.
- Played a supportive role in achieving higher levels of revenue integrity throughout airline operations.

Assistant Manager (Revenue Accounts)

TATA SIA AIRLINES LIMITED (Gurugram) (Nov 2016 - Dec 2021)

Managed revenue accounting functions, led the development and implementation of a new Waiver Management System, and ensured accurate revenue recognition and reporting.

- Managed critical revenue accounting functions including Sales audit, Agency memos, Refunds, Interline Baggage claims, Unreported sales, BIDT audits, and Revenue Integrity.
- Supervised the filing of new taxes, charges, and fees in the accounting system, ensured accurate allocation of GL codes and quality checks for correct TFC filing.
- Orchestrated the development and implementation of an in-house Waiver Management System using Agile methodologies, enhancing tracking, visibility, and control of waivers, and reducing revenue leakage.
- Facilitated communication with Amadeus and IATA-BSP to clarify complex TFC issues related to Taxes, Fees and Charges
- Managed vendor relationships to minimize revenue leakage, negotiate favorable terms, and ensure adherence to SLAs.
- Identified and implemented process improvements within revenue accounting, resulting in increased efficiency and accuracy.

Achievements:

- Developed and executed accounting processes, including sales audit, agency memos, refunds, Interline baggage claims amongst other critical factors.
- Decreased revenue leakage through the development and implementation of in house Waiver Management System by using agile methodologies, thereby improving system's tracking, visibility and budget management.
- Ensured timely and accurate filing of taxes by performing quality checks and assigning appropriate GL codes.

Trainer

NIIT SMARTSERVE LIMITED (Gurugram) (Jan 2009 - Feb 2015)

Delivered comprehensive training programs, managing client projects, system enhancements, automation, and collaborating with cross-functional teams to achieve defined goals.

- Delivered comprehensive training programs, overseeing client projects, system enhancements, automation, and collaborating with cross-functional teams to achieve defined goals.
- Conducted training programs to over 100 individuals on airline processes, including fare audit, interline billing, and Amadeus GDS fares.
- Directed a team for filing all taxes, fees, and charges in our system Monalisa for respective clients for correct results in fare audit and system's calculation.
- Managed critical client projects, overseeing requirement gathering, user story creation, and stakeholder communication to ensure timely delivery and client satisfaction.
- Collaborated with cross-functional teams, including developers and IT professionals, to enhance system functionalities and streamline workflows.
- Played a key role in automating critical features within existing systems for fare audit and interline billing.

Achievements:

- Enhanced skills and performance by training over 100 individuals on various airline processes.
- improved accuracy in fare audit and system calculations filing all taxes within the system Monalisa for respective clients.
- Managed and ensured timely delivery of critical client project by overseeing requirement gathering, user story creation and through good stakeholder communication.

Senior Executive

ISC IT SERVICES P. LIMITED (New Delhi) (Apr 2005 - Jan 2009)

Managed a team of 100+ employees, overseeing quality checks, ensuring accurate fare filing, conducting thorough fare audits, and proactively identifying and preventing revenue leakage. Prepared and presented detailed MIS reports to management, providing insights into key performance indicators and supporting strategic decision-making.

- Directed a team of 100+ employees, ensuring adherence to quality standards across fare filing and audit activities.
- Spearheaded quality assurance efforts and fare audits, proactively identifying and mitigating potential revenue leakage.
- Developed and distributed detailed MIS reports, offering actionable insights for strategic decision-making.
- Collaborated with IT teams to automate processes related to fare audits, enhancing efficiency and reducing manual errors.
- Shared an expertise of ticketing and fare calculation methodologies to prevent revenue leakage during fare audits.

Achievements:

- Identified and addressed crucial revenue leakages, securing additional revenue of INR6.20 crores within a single year.
- Led a fare filling test program for a leading European airline, identifying rectification gaps, which saved them ~3 million Euros.

Various Roles

VARIOUS IATA ACCREDITED TRAVEL AGENCIES (Delhi NCR) (Oct 1996 - Feb 2005)

Held various roles at IATA-accredited travel agencies, gaining extensive experience in travel agency operations, customer service, business development, and account management

- Managed comprehensive travel agency operations, customer service, business development, and account management.
- Provided premier customer service, using communication skills to address customer questions and complaints effectively.
- Executed BSP ticketing, Amadeus GDS fares processing, exchange & refunds processing, and settlement.
- Managed corporate accounts, nurtured robust client relationships, and understood specifications to present customized travel solutions.
- Improved business development strategies for various travel agencies, recognizing growing client bases and increasing revenue options.

Achievements:

- Maintained customer satisfaction through premier service.
- Successfully expanded client base with business development strategies.

EDUCATION

B.A. in Tourism Studies
IGNOU

Master's in Business Administration, specialization in Aviation & Marketing Management
Delhi Institute of Management Studies

CERTIFICATIONS

- **Certified Scrum Product Owner (CSPO from Scrum Alliance)** (Scrum Alliance)
- **SAFe 6.0 Product Owner/Product Manager (POPM)** (Scale Agile Frameworks)
- **Distribution and Airline Retailing with NDC** (IATA Training)
- **Airline Revenue Management certification** (IATA)
- **Basic course in Airline Passenger Revenue Accounting** (Trade-wings Institute of Management)
- **Train The Trainer** (The Flamingo Group)
- **IATA/UFTAA Foundation Diploma** (IATA)

ACHIEVEMENTS

- Successfully migrated the Sales audit process to the Amadeus Sales Audit system, resulting in enhanced efficiency and accuracy.
- Developed a new product to address critical system gaps, bolstering revenue assurance capabilities and mitigating potential revenue leakage.
- Ensured the commercial team files the right taxes on time with proper checks and applicability.
- Recovered a significant amount of revenue by effectively addressing and resolving audit findings, collaborating with cross-functional teams to implement corrective actions.
- Prevented substantial financial losses by identifying and mitigating potential fraudulent activities, demonstrating a keen eye for detail and a proactive approach to risk management.
- Set up process for quick recovery of dual utilization of e-coupons, which is now independently performing and educating agents and operation staff with certain SOPs to minimize such violations.
- Identified and addressed revenue leakages using the Amadeus Revenue Integrity platform, contributing to the protection of company revenue.
- Enhanced the efficiency of Revenue Assurance and Revenue Management processes by creating detailed user stories for fare audits.
- Improved the accuracy of agency debit memos, leading to a reduction in disputes and increased revenue recovery.
- Launched a new Waiver Management System, resulting in improved tracking, visibility, and control of waivers, contributing to better budget management and revenue protection.
- Streamlined revenue accounting processes through policy and procedure enhancements, leading to increased efficiency and reduced errors.
- Trained and mentored over 100 individuals, enhancing their skills and knowledge in various airline processes.
- Delivered a critical client project by effectively managing requirements, stakeholders, and timelines.
- Contributed to the automation of key processes, resulting in increased efficiency and productivity.
- Implemented process automation initiatives in collaboration with IT, leading to increased efficiency and reduced errors in fare filing and audits.
- Prevented revenue leakage through meticulous fare audits, demonstrating expertise in ticketing and fare calculation, contributing to revenue protection efforts.

PROJECTS

Waiver Management System at Tata SIA Airlines Limited

- Waiver Management System at Tata SIA Airlines Limited - Led the end-to-end automation of a manual waiver process, significantly increasing transparency and enhancing budgetary control.
- Defined the product vision and designed the product roadmap, including timelines, epics, features, and user stories to guide development.
- Collaborated with cross-functional teams to prioritize tasks, ensuring successful project completion and implementation.
- Conducted system demos and testing which ensured seamless deployment and handover iteratively adding user stories.

Special commission for an European airline client at NIIT Smartserve Ltd

- Special Commission Project for an European Airline Client at NIIT Smartserve Ltd - Collaborated with a European airline by analyzing and resolving project needs
- Translated client requirements into tangible user stories, designing system improvements to align with project deliverables.
- Streamlined client requirements through cross-functional team collaboration, which facilitated seamless project delivery.
- Conducted meticulous testing and validation to guarantee compliance and alignment with airline client anticipations.

SKILLS

Core Competencies: Product Vision, Project Prioritization, Cross-Functional Collaboration, Requirements Gathering, Product Roadmap Development, Market Analysis, Strategic Thinking, Process Improvement, Revenue Leakage Prevention, Compliance Management

Soft Skills: Communication, Leadership, Problem-solving, Negotiation, Relationship Management

HOBBIES

Reading, Travel, Tech, Learning

LANGUAGES

