



ROOPAM SHAH

M# (+91) 9998615353

EMAIL TO: - SHAHROOPAM@GMAIL.COM

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OBJECTIVE

To improve my career and hone my skills further as a travel agent by becoming a part of one of the top and most diverse travel agencies in the country; to provide excellent service to my clients so they can enjoy their vacation with the least possible hassle and worry of travel procedures and protocols in order to add to the company's customer base.

MY SKILLS AS TRAVEL AGENT

- Strong domestic and international travel knowledge
- Ability to work in a team environment
- Effective oral and written communication skills
- Proficient internet research skills for customer information
- Achieves sales goals and objectives
- High self-motivation
- Expert in ticketing for international and domestic refund, reissues etc...

COMPUTER SKILLS

Computer's Basics and Windows Hands on with MS Office Suite (Word, Excel, and PowerPoint) and Internet browsing and Data sourcing. Ticketing Systems like **Amadeus CRS Galileo CRS Abacus CRS**.

PROFESSIONAL COURSES & EDUCATION

- H.S.C completed with **GSEB** (Gujarat Secondary Education Board) in 2001.
- **B.Com** from **H.L.I.C Gujarat University** in the Year 2004.
- **IATA** (International Air Transport Association) from **IITC** in **2006**.

PERSONAL DETAILS

- | | |
|-----------------------|--|
| • FATHERS NAME | -PANKAJ THAKORLAL SHAH. |
| • NATIONALITY | -INDIAN. |
| • MARITAL STATUS | -MARRIED. |
| • DATE OF BIRTH | -19 th DECEMBER 1984. |
| • LINGUISTICS | - ENGLISH, HINDI, GUJARATI & FRENCH (LEVEL – I) |
| • RESIDENCIAL ADDRESS | -D/2, SAWYAMBHU APARTMENTS, NR. AZAD SOCIETY,
AMBAWADI, AHMEDABAD-380015 GUJARAT INDIA. |
| • LANDLINE NO. | -079-26308810 |



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WORK HISTORY

DREAM HOLIDAYS

FEB 2019-FEB 2020

{KINSHASA REPUBLIC OF CONGO **AFRICA-1YR CONTRACT**}

TRAVEL MANAGER

- Promote and market the business, sometimes to new or niche markets
- Manage budgets and maintain statistical and financial records
- Sell travel products and tour packages
- Source products and destinations to meet consumer demands for bespoke travel and sustainable tourism
- Deliver and exceed branch performance and productivity
- Take part in familiarisation visits to new destinations, to gather information on issues and amenities of interest to consumers
- Liaise with travel partners, including airlines and hotels, to manage bookings and schedules, often a year in advance
- Deal with customer enquiries and aim to meet their expectations
- Provide sales reports to head office
- Implement alternative and innovative ideas for achieving new business
- Oversee the smooth, efficient running of the business.

ASTRON TOURS & TRAVEL

SEPT 2016 – FEB 2019

{*LAMBDA RESEARCH CENTER*}

TICKET & TOURS CONSULTANT

- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Determining clients' needs and suggesting suitable travel packages
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services
- Handle unforeseen problems and complaints and determine eligibility for money returns/refunds.
- Communicate appropriate information to clients regarding fares and itinerary
- Create, update and maintain electronic records of clients
- Collect and process payments
- Maintain relationships with key persons
- Advise clients on travel arrangements
- Make corporate agreement with Airlines and GDS (Galileo Amadeus).
- Researching destinations and keeping up to date with travel industry news



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TRAVEL N EASE

JAN 2016-SEPT 2016

{ZYDUS PHARMACEUTICALS PVT LTD}

INTERNATIONAL COUNTER EXECUTIVE

- Assist clients in finding travel package deals for their needs
- Aid clients with reservations, transfers, changes, and cancellations
- Secure new client sales and retention through customer service provided
- Monitor and sort global distribution system (GDS) queues (or similar program) to maintain quality control
- Stay educated on airline rules, regulations and current affairs
- Create service contracts for group travel
- Provide alternatives for customer travel
- Book domestic and international reservations for air travel, rail tickets, hotel and car rental

BHAGWATI AVIATIONS SERVICES PVT. LTD

FEB 2014 – OCT 2015

TRAVEL MANAGER

- Managing all the services of respective Corporate with satisfaction as well as requested works.
- Handling each and every client in the same attitude either its Walking or Corporate or Travel Agent. .
- Planned itineraries for travelers, scheduled travel plans and maintained good relationships with clients.
- Managed working of related equipment's in facility, performed troubleshoots on equipment's and repaired it accordingly.
- Monitored supply inventory, verified receipts of resources ordered and placed purchase orders.
- Coordinated with clients and determined destination and travel dates in according to finances.
- Scheduled travel for customers confirmed its booking and issued appropriate tickets.
- Organized all documents required for outbound travel.
- Assisted in getting all refunds for travel documents.
- Organized all information for client related to both domestic and international travel.
- Coordinated with clients gathered all necessary information for travel and recommended appropriate plans.
- Streamlined and confirmed all bookings and communicated to clients on all medical and luggage issues.
- Generated tickets and prepared all necessary documents.
- Managed all financial transactions, collected payments and maintained necessary records.
- Planned itineraries for clients and prepared an estimated cost for same.



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RIYA TOURS AND TRAVELS PVT. LTD

MAR 2011 – JAN 2014

SR. TRAVEL CONSULTANT

- Taking care of walking clients and their requirements.
- Taking care of all type of reservations (Flights Trains Bus).
- Issuing international TKT by CRS systems and online portals.
- Helping clients for their Re-issue of TKT.
- Handling refunds of international TKT.

OPAL TRAVELS PVT. LTD

AUG 2008 - FEB 2011

SR. TICKET & TOURS CO-ORDINATOR

- Attained walking inn Clients and successfully finalized their deals.
- Solely responsible to get process done with given period of time.
- Did cold callings and schedule my own appointments with eligible clients.
- Trained new Tally callers explaining them to target suitable candidate even trained Data sources to generate leads for cold callings.
- Took care of Monthly targets and prepared Monthly Report of the Team submitting to BM.
- Played an important role in Office Administration and employee co-ordination.
- In absence of Branch Manager handled his clients and cases.

ALL FOUR SEASON TRAVEL AGENCY

FEB 2006 - JUL 2008

TICKET & TOURS CONSULTANT

- Interface with customers to build solid work relationships
- Provide quotes for travel expenses
- Apply discount programs where necessary
- Communicate appropriate information to clients regarding fares and itinerary
- Maintain client profiles for follow-up
- Collect and process payments
- Advise clients on travel arrangements
- Book international and local travel and hospitality arrangements
- Deal with complaints and refunds