

BHAVIN MANKODI

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ACADEMIC CREDENTIALS

Bachelor in Hotel Management
Srinivas College - Mangalore University - 1999

Digital Marketing
Udemy - Online studies - Nov 2020

Master in Business Administration
Indian School of Business Management - Distance Learning (Marketing) - 2012

PROFESSIONAL BACKGROUND

Tenure	Organization	Designation
Since Oct'22	SpiceJet	Senior Manager - Trade Sales - Gujarat
Apr 13 - Oct 22	Korean Air/China Airlines/Nok Air (Acumen Overseas)	Manager - Sales Gujarat / MP / Assam
Oct'12-Mar'13	MakeMyTrip.com	Relationship Manager - MICE Gujarat
Dec'10 - Oct'12	Korean Air (Acumen Overseas)	Assistant Manager - Sales Gujarat
Apr '09-Dec'10	Jet Air Tours Pvt. Ltd.	Assistant Manager - Sales Gujarat
Oct '06-Mar'09	Abacus Distribution system (Ascent Air)	Manager - Sales Gujarat & MP.
Apr'01-Oct '06	Gulf Air (Jet Air Pvt Ltd)	Officer - Sales Saurashtra & Kutch.
Dec'99- Apr'01	Sun N Sand Hotels	Front Office Assistant Shirdi - Maharashtra.
Apr'99- Dec'99	Silver Palace Hotel	Front Office Assistant Rajkot - Gujarat.

Chief Tasks Handling

 Sales & Marketing
 New Station Start-up
 Branch Administration

Market Survey
Team Supervision
Business Promotions

Complaint Management
Staff Hiring
Business Development

Key Highlights at SpiceJet - Gujarat

- ⇒ **Senior Sales Manager** - Trade Sales for Gujarat
- ⇒ **Online Stations** - AMD/RAJ/BHU/STV/IXE - 18 Daily Flights from Across Region
- ⇒ Responsible for Gujarat Region for Sales / Team handling / Airport Co-ordination
- ⇒ Role to increase Sales / Productivity from Trade - Corporate
- ⇒ Quarterly Incentive Based Agreement sign up from B2B / Retail
- ⇒ Working on starting new Domestic - International Routes from Region.
- ⇒ Monthly Review / updating at HO
- ⇒ Trying to Maintain Company Reputation by increasing Value by offering International Standard Services to Trade.

Key Highlights at Korean Air/China Airlines, Ahmedabad - Gujarat & MP, Nok Air - Assam

- ⇒ **Manager** - Passenger Sales for Gujarat-MP for Korean Air / China Airlines.
- ⇒ **Manager** - Passenger Sales for North East for Nok Air (Oct 2018-Jan 2020).
- ⇒ As an in-charge of GSA - Group Concorde for Korean Air/China Airlines/Nok Air - India, office in Gujarat/Assam, Handled Passenger sales Activity for 3 International Airlines.
- ⇒ Travel Agents & Corporate Tie Ups.
- ⇒ Increased Business by promoting consolidators to sign up Product Linked Bonus plan.
- ⇒ Presentation to Travel Agents and Corporate to update about the product.
- ⇒ Visited Seoul / Bangkok to meet Airline officials for smooth operations in given Region.
- ⇒ Trained Sales & Reservation staff to up-sell the booking of Travel partner to get maximum Revenue and to maintain High standard of the Airline by communicating with direct passenger.
- ⇒ Looked after HR, Administration and Accounts activity for the Ahmedabad - Guwahati branch.
- ⇒ Reported directly to the Business Development Manager - Gurgaon.
- ⇒ Played Main role in opening the offices of Korean Air/China Airlines/Nok Air on behalf of GSA.
- ⇒ Met passengers whenever possible and communicated their feedbacks regarding the services and trying to rectify their problem.
- ⇒ Visited Corporate Houses and trying to divert their business by understanding their requirements.

Key Highlights at MakeMyTrip - MICE - Ahmedabad

- ⇒ **Relationship Manager - MICE.**
- ⇒ Handled MICE activity across Gujarat based in Ahmedabad.
- ⇒ Visited Corporate Houses across Gujarat.
- ⇒ Dealing with Airlines for the best possible rates for MICE movement as per the requirement.
- ⇒ Travelled with Group to make sure the best possible service delivery committed during the sales.
- ⇒ Corporate tie ups for their Incentive tours.

Key Highlights at Jet Air Tours - Ahmedabad

- ⇒ **Assistant Manager - Sales** for one of the India's Biggest & Reputed Airline's Tour division.
- ⇒ Responsible to sell Quality & Service based Worldwide Holiday-Business-Leisure-Groups - Individual Tour Packages & Star Cruise Cabins to Travel Trade, Corporate & Jet Privilege members.
- ⇒ By explaining benefits of Jet Privilege Membership, added more JP members in to Jet Airways.
- ⇒ Helped "Marketing & Product Team" to make Packages more better for Gujarat market by visiting entire Region regularly.
- ⇒ Communicated with Domestic & International Airlines & Hotels suppliers and getting the best possible rates from various destinations.
- ⇒ Made agreement of partnership with over 27 Tour Operators in Gujarat, who can increase the Sales Ratio by selling Tour products exclusively.
- ⇒ Handled all the activities related to partnership development.
- ⇒ Guided Travelers to make their Holidays more Convenient, Comfortable, Enjoyable.
- ⇒ Met Corporate, Clubs & Associations for presentation of Tour based products.
- ⇒ Attended seminars held by Various Countries Tourism Boards in Ahmedabad.
- ⇒ Started producing / selling products in the market from very first month after joining the Company.

Key Highlights Abacus Distribution system, Ahmedabad - Gujarat & MP

- ⇒ **Manager - Sales** for Gujarat Region, for a Singapore based Global Distribution System.
- ⇒ Tied up with 25 New Travel Partners in the month of Jul 2007, resulting 12% growth in the overall productivity in the month of Aug'07.
- ⇒ Implemented incentive-based strategy.
- ⇒ Expanded and developed Productivity by guiding and coordinating with the team members on daily basis.
- ⇒ Communicated with Head office in regards to the problem faced by system users and by Gujarat help desk for the instant solution on behalf of GSA Ascent Air.
- ⇒ Western Region shared around 22 % of the total target of India given by the Head Office-Singapore.
- ⇒ Head of the team of 12 staffs in Western Region includes Ahmedabad, Baroda, Rajkot, Surat, Nagpur & Goa.
- ⇒ Responsible for Administration, Accounts and General management of Gujarat offices.
- ⇒ Promoted as **Manager - Sales** w.e.f. Jun 2007 based in Head office at Ahmedabad.
- ⇒ Convinced Travel Agents to use **Abacus** by offering best services offered by the company in the industry.
- ⇒ Made Target Based Contracts with Travel Agents to get maximum business from the market.
- ⇒ Made Rajkot station as a productive area after struggling for 4 months.
- ⇒ **Joined as Assistant Manager - Sales** for Saurashtra and Kutch Region in Oct 2006 based in Rajkot.

Key Highlights Gulf Air, Rajkot - Saurashtra & Kutch

- ⇒ **Sales Officer** in Gulf Air - Jet Air Pvt Ltd GSA for Various International Airlines and parent company of Jet Airways.
- ⇒ Handled Travel Agents, Corporate and walk-in passengers.
- ⇒ Implemented various passenger service schemes offered by the company to provide maximum facilities to the passengers, collecting feedback and responses to the schemes.
- ⇒ Maintained high esteem of the brand image of the company among passengers and general public to hold the prestige of the company high.
- ⇒ Developed excellence in Customer Awareness Course in Mumbai held by **Gulf Air - Bahrain**.
- ⇒ Consistently **achieved or exceeded** all sales quotas each year.
- ⇒ Received **Good Performance Reward** in the year 2004-2005.

Key Highlights Sun N Sand Hotels - Shirdi & Silver Palace Hotel - Rajkot

- ⇒ **Assistant Front Office** for the first 5 Star Hotels in Shirdi.
- ⇒ Assisted Hotel staff in meeting the needs and preferences of the Hotel Guests.
- ⇒ Key team member in managing various Seminars, Festivals, and other events.
- ⇒ Handled Business Center, Reservations and Travel Desk.
- ⇒ Assisted VIP Guests / Celebrities arriving in Hotel by **Helicopter** to visit Temple.
- ⇒ Worked in various shifts as per requirement of the workload.

TRAININGS / SPECIAL ACTIVITY

- Basic Training of Korean Air - Nok Air & Gulf Air Sales Management.
- Administration Activity for 125 staff since Dec 2020 - Promantec Consultant Pvt Ltd - Baroda & Bathinda.
- On the Job International & Domestic Group Tour Management.
- Basic Training of Airline Reservations System.
- Basic Cargo Functionality - UPS Mumbai.
- Front office & Banquet internship at Centaur Hotels (Juhu) Mumbai, Cama Hotel Ahmedabad, Taj Hotels Mangalore, Srinivas Hotel Mangalore.

SYNOPSIS

- ⇒ A result driven senior professional having experience since 1999 in Sales & Marketing, Operation, Administration & System Trainer in Airlines and Hospitality Management.
- ⇒ A keen planner with proven abilities in achieving Sales Targets in every organization.
- ⇒ Talent for proactively identifying & resolving problems, ramping up mission critical activities with on time deliverables and maximizing productivity.
- ⇒ An effective team leader with exceptional communication, interpersonal skill in liaising with Travel Trade & Corporate companies.

IT SKILLS

- ⇒ Well versed in computer operating systems as a part of the Job & Hobby.

PERSONAL DOSSIER

- ⇒ Date of Birth : 08th October 1978.
- ⇒ Family : Wife / Son / Father / Mother.
- ⇒ Residence : D - 503, Tulip Citadel, Shreyas Tekra, Ahmedabad - 380015, Gujarat, India.