**C U R R I C U L U M**

**V I T A E GAURANG B SHARMA**

### Address: Mobile : +91 9687332317

### 41, Mahavir Smruti Soc. E-mail : mrgsharma84@gmail.com

### Bhuyangdev, Ghatlodiya D.O.B : November 04, 1984

### Sola road, Ahmedabad Gender : Male

### Pin: 380061 Marital Status : Married

### Personal Summary:

**My colleagues consider me friendly as I am outgoing with a willingness to work hard. I like interacting with people and have good communication and interpersonal skills. Being a self-motivated individual, I believe in honesty and hence consider myself reliable. Apart from being flexible, I enjoy working in a team environment as I believe that learning curve is steep.**

**Areas of Expertise:**

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| **Management** | **Professional** | **Personal** |
| Mentoring staff Managing priorities Brand management Managing B2B events  Budget control  Supplier management Commercial awareness | Logistical planning  Resource distribution Communication skills  Negotiating skills Organisational skills Logistical support  Sales & marketing | Influencing skills Troubleshooting  Relationship building  Confident & positive  Team focused  Attention to detail Reliable & trustworthy |

## Employment:

**FCM Travel Solutions ( Ahmedabad , India )**

**July 2010 – Continue at Present**

**Sr. Executive ( Corporate Travel & Event Department – Leisure & MICE )**

Providing an Efficient, Courteous, and Responsive Travel booking service to Corporate Companies . Creating tailor-made luxury holidays to suit clients and ensuring that all Administrative terms and conditions of contracts are adhered. Responsible for organising and Running events, and taking full ownership of the management side of things from the initial planning stages and budget right through to the running of the event on the day.

**Role & Responsibilities:**

* Researching Travel options & presenting the best deals in terms of requirements.
* Ensure all Hotel Bookings & Air Ticket Reservations are processed accurately.
* Responding to all Phone & e-mail enquiries promptly, courteously and in a Proper Business manner.
* Filing, photocopying and general administrative duties.
* Building strong relationships with clients.
* Ability to achieve branch, team sales and profitability objectives.
* Up selling relevant add-ons, like, insurance, excursions, currency etc.
* Monitoring bookings throughout the working day.
* Negotiating With Hotels & Airlines for Best Corporate Travel Deals.
* Advising on and organising Visas & Passports.
* Handling Hotel Booking for International & Domestic Destination.
* Managing International & Domestic Air travel for Corporate Client.
* Monitoring competitor activity in order to maintain the most competitive rates.
* Ensuring travel brochures & promotional literature are displayed prominently.
* Complying with all relevant laws and travel business legislation.
* Handling high numbers of incoming calls from direct customers and travel trade.
* Offering holidays to a wide variety of long haul luxury destinations, including the Indian Ocean, Arabian Gulf, Egypt, Africa , America , Europe , Far East , & Middle East.
* Handling International Corporate Conference , Group Leisure Tour ,Event , and Exhibitions
* Managing Group Hotel Booking & Visa Process for Group Traveller

**Radnor Hotel ( Westminster, London ,United Kingdom )**

**November 2008 – December 2009**

**Travel Desk Executive**

**Role & Responsibilities:**

* Handling International & Domestic Air ticket
* Arranging Visas & Overseas Travel Insurance
* Handling the Corporate Event Like. Seminar , Conference , Exhibition
* Taking Care of all Travel Details & Managing Record
* Handling the Foreign Currency trading and maintain Record
* Arranging Local Transportation for city travel
* Co-ordinate with Account for Vendor Payment
* Conducting pre- and post-event meetings to review needs and obtain feedback.
* Facilities & Housekeeping - Arranging Cabs, Meetings etc

**Discovery Tours and Travels ( Ahmedabad, India )**

**November 2007 – September 2008**

**Tour Operation Executive**

**Role & Responsibilities:**

* Development of Domestic and International packages by visiting destinations and suggesting interesting travel routes or places of interest .
* Designing flexible tour packages to meet the needs of different clients
* Communicating a range of information on itineraries, destinations and culture
* Informing passengers of arrival and departure times at each destination on the itinerary
* Making sure all travel arrangements run according to plan and that accommodation, meals and service are satisfactory
* Organising entry to attractions and transport, such as car hire
* Making contact in advance with places to stay or visit to check details and arrangements
* Liaising with hotels, coach companies, restaurants and other clients
* Advising about facilities, such as sight-seeing , restaurants and shops, at each destination
* Writing reports and maintaining records
* Organising and attending tourism events, conferences, workshops, seminars and exhibitions.

**Educational Qualifications:**

* Bachelor of Science ( IT )

( Brain Wells University, London, United Kingdom )

* Diploma in Aviation, Hospitality & Travel Managements

( Frankfinn Institute, Ahmedabad, India)

**Highlights :**

* Experienced and highly self motivated professional with outstanding leadership, planning, organizing & management skills
* Outstanding knowledge of international destinations as travelled to some countries covering more than cities Like (United Kingdom, France, Italy, Belgium, Austria, Thailand, Mauritius, Vatican)

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**Knowledge of Travel & Tourism Industry:**

* Geography knowledge of International & Domestic Destination
* Knowledge of Amadeus for Air-Tickets
* Knowledge of GTA System For International Hotel Booking
* Itinerary Preparation, Costing, Packaging & Brand Promotion
* Management Concepts, Organisational Behaviour, Presentation
* Communication and Customer Relations
* Air Travel/IATA Regulations
* Hospitality and Hotel Operations

**Key Skills and Personal Traits:**

* Strong travel coordination skills.
* Experience of marketing local and worldwide travel destinations.
* Able to develop relationships with suppliers to obtain cost effective prices
* Knowledgeable in Computer Application , MS Office , Outlook and Internet

**Languages Known:**

* English
* Hindi
* Gujarati
* Basic Spanish

**References:**

Available on Request.