

**LALITKUMAR BABANI**

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**Middle Level Assignments**

**Travel Operations**

**Scaling new heights of success with hard work & dedication and leaving a mark of excellence on every step**

**Location preference: India**

**Industry Preference: Airlines/ Aviation/Travel/Tourism**

**ǁ Career Summary ǁǁǁǁǁǁ**

* A competent professional with **nearly 7 years** of experience in end-to-end **Travel Operations**
* Proficiency in domestic & internatioal air ticketing, visa formalities, hotel booking, car booking, travel support, foreign exchange, insurance, passport assistance and so on
* Working Knowledge of Foreigner’s Registration Process & various rules regarding Visa
* Experience of providing high value-added services to customers by providing them effective travel packages, thereby enhancing their satisfaction levels
* Expertise in providing excellent client service and acting as liaison between the clients and corporate / external contacts
* Pivotal in excuting projects like Unama,Unhcr,Unami, Unesco, WHO, French Embassy, German Embassy, ATCO Frontec Europe Ltd. and Aggreko WHO, French Embassy
* Practical and business focused approach to achieve organisation goals & coupled with interpersonal & communication, analytical & presentation skills
* Adept in maintaining high discipline and norm adherence while coordinating with superiors forcross teams and innovating suggestions to improve operational functioning
* An effective communicator & negotiator with strong analytical and organizational abilities

**ǁ Key Skills ǁǁǁǁǁǁ**

~Travel Operations ~Corporate Booking ~Visa Handling

~Client Visit ~ Sales Operations (B2B) ~ Team Management

~ Liaison & Coordination ~ MIS Reporting ~Process Improvement

**ǁ Work Experience ǁǁǁǁǁǁ**

**Oct’10-Jul’16 with Satguru Travel & Tours, Dubai as Senior Travel Consultant**

Team size:6

*Software’s Used:Amadeus, Galileo, Sabre, Top Travel Trip Portal Online Ticketing, APS, MS Excel, MS Outlook*

**Growth Path**

Travel Consultant in Yemen Oct’10-Jul11

Senior Travel Consultant in Dubai Jul'11 to Jul 2016

**Key Result Areas**

* Administering overall functioning of processes, analyzing improvement areas and executing adequate measures to maximize customer satisfaction level
* Establishinga well as sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team of 4 members
* Fostering healthy relationship with the clients for generating business and leading workforce towards accomplishing corporate goals
* Working towards delivery of high quality services to support customer's business needs & achieving continued high customer satisfaction from all operational users for services
* Enhancing sales revenues, exceeding targeted goals while accordingly developing profitable & productive business relationships
* Working towards clients’ complaints and undertaking steps for effectively resolving them
* Creating inbound & outbound package tours for corporate clients and building rapport with tour operators
* Ensuring smooth operations at all times and maintaining proper decorum & discipline by implementing and modifying the policies; ascertaining the administration of SOPs (Standard Operating Procedures)
* Inspecting the areas to observe & evaluate condition, operability of facilities, structures and assuring general upkeep & maintenance of premises

**Highlights:**

* Successfully involved in maintaining ports for the team and handing over the same to the management on weekly basis
* Merit of undertaking initiatives and providing feedback to the client from Airlines and improved the level of service proactively streamlined processes in travel operations
* Credit of being deputed to Kabul in Nov'11 as Sr. Travel Consultant
* Played a pivotal role in selling travel products i.e. airline tickets, hotels and visa
* Received certification from the client for offering best solutions & best service

**ǁ Education ǁǁǁǁǁǁ**

* 12thCBSE Board in 2007
* 10thCBSE Board in 2005

**ǁ IT Skills ǁǁǁǁǁǁ**

* Client Base +, Trams, Amadeus, MS Office Accounting Package Tally
* Typing (English approx. 70 Wpm & Hindi)

**ǁ Personal Details ǁǁǁǁǁǁ**

**Date of Birth:** 25th April 1990

**Languages Known:** English, Hindi, Sindhi and Gujarati

**Mailing Address:** 77/4, Vasudev Colony, Bhulabhai Park, Ahmedabad-380001, Gujarat

**Driving License:** UAE licensevalid till18thOctober 2025