

Vinayak Shivram Gurav
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Date of Birth: December 11, 1986.

Objective

Job Objective Seeking a position of Corporate Travel Consultant in a reputed organization where I can use all my knowledge and experience in a better way to benefit the organization.

Education

Completed SYBCOM from Mumbai University.

Professional Experience

- **Working with ATPI PVT LTD as Travel Consultant Corporate (May 2018 --- Present)**
- **Responsibilities:-**
- Book passengers on their desired flight and provide them with information on ticket costs
- Ascertain that passengers are made aware of baggage policies and ensure that any excess baggage issues are communicated to them
- Provide accurate information regarding flights, products and destinations, and indulge in appropriate upselling activities
- Check in passengers by first gauging their reservation and ticketing status
- Issue tickets and itineraries and ensure that passengers are made aware of any changes in flight times
- Respond to reservation and flight information queries over the telephone, in accordance with the company's protocols
- Assisting Company employee with their business needs.
- Hotel reservation, Car and Rail booking.
- Working on tailor-made software and scheduling travelling date, collecting, payments,
- Working on GDS (Galileo) for Reservation

- **Worked with Riya Travel and Tours PVT LTD as Travel Consultant Corporate (September 2017 To May 2018)**

Responsibilities:-

- Assisting clients in planning for travel and making necessary arrangements
- Making online and phone booking for reservation, etc.
- Working on tailor-made software and scheduling travelling date, collecting, payments, and for confirmation from clients
- Reviewing, and negotiating charges of hotel accommodations on behalf of clients
- Providing a couple of options for star & budget hotels, and transportation for sight-seeing
- Maintaining traveler profiles and updating them as required

- **WORKED WITH Hari Om Travels and Tours Ltd. as Travel Consultant. (July 2012 to May 2017)**

Responsibilities:-

- Arrange Travel plan for customers.
- Booking airline, railway and bus tickets.
- Selling holiday packages Domestic and International
- Deal with Travel Problems.
- Negotiate with Vendor for Discount.

- **Worked with Sparsh BPO Ltd. SOTC (International Holidays) as CSA (Jan 2011 to Sep 2011)**

Responsibilities:-

- Sold international group Holidays
- Advised participant about travelling on the air schedule and program guidelines.
- Supported team in queue management and quality review of passenger's itineraries.
- Served as Emergency Duty Officer on a rotational basis.

5. Worked with Kankie Relationship Marketing as CSA for 3yrs

Responsibilities:-

- Prepares for customer inquiries by studying products, services, and customer service processes.
- Responds to customer inquiries by understanding inquiry; reviewing previous inquiries and responses; gathering and researching information; assembling and

forwarding information; verifying customer's understanding of information and answer.

- Records customer inquiries by documenting inquiry and response in customers' accounts.
- Improves quality service by recommending improved processes; identifying new product and service applications.
- Updates job knowledge by participating in educational opportunities.
- Accomplishes customer service and organization mission by completing related results as needed.

Languages Known

- English
- Hindi
- Marathi

Hobbies

- Traveling

Declaration: I, hereby declare that all the information provided in this resume is true to the best of my knowledge. References for the above shall be produced on demand.

Place: Western suburb

Vinayak Shivram Gurav.