**Satish Prasad Rajak**

**satishprasad1983@gmail.com**

**+91 9654656061**

**Professional Summary*:***

A seasoned and motivated business professional, with 10 plus years of experience in visa operations, customer service and office management.

**Key Skills and Expertise:**

* Leadership and coordination skills.
* Training skills.
* Excellent customer service and client liaising skills.
* Good communication, organizational and creative thinking skills.
* Ability to work well independently in a fast paced environment on multiple projects.
* Mid-level Project Management skills.
* A team player, with ability to deliver results under tight deadlines.
* Good exposure to the back office and front office operations.
* ISO compliance.
* Team handling of 40 plus team members.
* BEI skills.
* Corporate communications.

**Work Experience:**

**SATGURU TRAVEL**

**Designation: Manager** – Visa operations at **Pune, Maharashtra India**

Tenure: 16 Feb 2021 till current

**Job Profile:**

* Managing and developing visa portal
* Managing team of visa operation staff
* Providing assistance to visa teams globally
* Follow up with Embassies and consulates as and when required
* Fee remittance.
* Staff training globally
* Complaint management

**Achievements**

* Rolled out Visadone portal (Portal for visas) in over 30 countries by collaborating with branch teams.
* Increased visa sales and revenue at Pune branch by including long-stay applications before which the team was only into e-visas.
* Introduced SOP and process flow for visadone portal
* Created video tutorial for visadone tobe put on LMS

**RIYA TRAVEL & TOURS (INDIA) PVT LTD**

**Designation: Assistant Manager** – Visa operations at **Pune, Maharashtra India**

Tenure: 20 Nov 2019 to 30 Apr 2020

**Job Profile:**

* Worked as assistant manager- visa operations for Schengen, UK, Ireland, USA and rest of the world visas
* Coordination with corporate clients for travel desk management
* Follow up with Embassies and consulates as and when required
* Fee remittance.
* Manage business as well as leisure travel teams
* Staff training
* Complaint management
* Roll out of new projects.

**Achievements**

* Played role in winning new contracts with MNC’s.
* Fine-tuned team reporting for better output

**VFS Global Services Pvt. Ltd.**

VFS Global Services manages administrative and non-judgmental tasks related to visa, passport, identity management and other citizen services.

**Designation: Manager** – Operations at **Nigeria**

Tenure: 21 Jan 2019 to 15 Nov 2019

**Designation: Manager** – Operations at **Pune, India**

Tenure: 1st April 2017 till 18 Jan 2019

**Designation: Deputy Manager**- Operations at **Pune, India**

Tenure: 1stAugust 2015 till March 2017

**Designation: Deputy Manager**- Operations at **New Delhi, India**

Tenure: 1st October 2014 till July 2015

**Designation: Deputy Manager**- Operations at **Kolkata, India**

Tenure: 1st May 2013 till September 2014

**Designation: Officer** – Operations at **Kolkata, India**

Tenure: April 2010 till April 2013

**Job Profile:**

* Worked as operations manager for Schengen, UK and Ireland visas
* Coordinating with Embassies and consulates.
* Embassy fee remittance on daily, weekly and monthly basis.
* Manage center operations (visa processing and logistics) and team members
* Staff budgeting
* Customer Service and complaint management
* Conducting audits and ensuring adherence to SOP and SLAs
* Ensuring regular error monitoring
* Training of staffs
* Initiating strategies and team mentoring
* Co-ordination with the enabling units
* Assisting to complete admin activities such as coordinating with housekeeping staff, premise management, ordering and maintaining stationeries, maintaining risk register.
* Maintaining business relationships
* Handling daily office administration
* Co-ordination with banks and vendors
* Co-ordination with logistics vendor
* Documentation and scrutiny

**Achievements**

* Successfully managed multiple audits from diplomatic missions with NC’s as low 1%.
* Successfully managed ISO audits.
* Rolled out multiple new missions in multiple locations within India and Nigeria.
* Rolled out biometric system for Schengen countries at Pune.
* With the help of team, brought down customers complaints which increased due to sudden increase in customer inflow due to introduction of Biometric system for Schengen countries.

**Educational qualification:**

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| **QUALIFICATION** | **INSTITUTION** | **BOARD** |
| B.A | Adarsh college,Hazaribagh, Jharkhand | Deoghar Hindi Vidyapith (2008) |
| 10+2 Science | S.S.N.M.S,Sijua,Dhanbad,Jharkhand | Jharkhand academic council, Ranchi (2005) |
| 10th | TATA D.A.V Public School,Sijua,Dhanbad, Jharkhand | Central Board Of Secondary Education (CBSE) (2000) |

**PROFESSIONAL QUALIFICATION**

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| **COURSE** | **INSTITUTE** |
| Post-graduation diploma in Travel and Tourism | Kuoni academy,Kolkata, West Bengal |

**Personal Details**

* Marital Status: Single
* Languages Known:
  + English, Hindi, (Read, Write, Speak)
  + Bengali, Nepali (Speak)
  + Marathi (Read, Speak)
* Contact Details: 9654656061
* Current address: Flat E7, Venus garden, bank of baroda lane, thite nagar, kharadi, Pune 411014
* Permanent address: At-Karam dhawra, Post-Malkera, Dist- Dhanbad, Jharkhand 828304

**P.S: References are available on request**