

Contact

 nehasaini01@yahoo.com

 +919899088628

 Rosewood Apartments, Dwarka
Sector 13 (New Delhi)

www.linkedin.com/in/nehasaini-12665463 (LinkedIn)

Certifications

- YMCA-One Year Diploma in Travel Tourism & Airport Handling (2004 – 2005)
- YMCA-Galileo CRS Training – Level 1 and 2 on GIFT 1.0
- KUONI-Diploma IATA/UFTAA Foundation & Ebt Course Montreal. (2006 – 2007)
- KUONI-IATA / UFTAA Foundation & Ebt course Montreal

Core Skills

Vendor Management Operation
Management
Product Development
Customer Satisfaction
Contract Negotiation
Budget & cost control

Interpersonal Skills

Teamwork and collaboration
Communication
Flexibility and adaptability
Attention to detail
Time management
Openness to Feedback
Analytical & Listener
Challenging approach
Problem-Solving
Decision-making
MS apps MS-Word, Excel, PPT, One drive & Outlook.
Sales growth & Strategic planning

Languages:

Hindi, English & Punjabi

Neha Saini

Travel B2B & B2C Operations | Product Development & Contracting

New Delhi, Delhi, India

Summary

Experienced in customer service, FIT/GIT/ADHOC Groups, B2C/B2B Sales & Operations, Product Contracting & development. Well-versed with vendor negotiations, strategic planning, cost controlling.

Efficiencies: Leisure/Groups/Products - (FIT/ GIT) B2B / B2C Operations.

Experience

Ice Travels Pvt. Ltd. New Delhi, Delhi, India (December 2022)

Key Areas: -

- Outbound packages & Operations -B2B / B2C clients.
- FIT/Group packages, Corporate Presentations & itinerary mapping.
- Sales closure.
- Complete execution of on-ground operations.
- Sales negotiation, price match & product analysis.
- Vendor cost negotiations. On-boarding new vendor.

Culture Holidays Pvt. Ltd. New Delhi, Delhi, India (Feb 2022 - Nov 2022 (10 months)

Assistant Manager - US Market B2B Leisure & Groups Operations & Product Contracting

Key Deliverables: -

- The destinations that company targets in US market – FIT/ADHOC & Group series products of Dubai, Greece, Egypt, Thailand, Morocco, S.A, Kenya, Ghana, Turkey, Maldives, Singapore, Vietnam, Jordan & Israel.
- In-charge for series contracting of the targeted destinations of FY2023/2024. Hotel inventories for product series. Hotel reviews & cost comparisons analysis.
- Negotiate in increasing profits/ payment deadlines/ terms & conditions of the contracts. Manage the effective communication and relationship with existing vendors, network offices and customers.
- Supervise on-ground escalations. Liaise with the clients & vendors for smooth operations. Personalized on-spot arrangements taken care of every on-ground client (e.g. negotiate to arrange complimentary upgrades/freebies for unhappy customers & VIP customers).

Holidays Carnival Europe New Delhi, Delhi, India (April 2019 - March 2020 -1 year)

Deputy Manager B2B Grp Quotations-cum Sales of North & West Region – India

Key Deliverables: -

- Group quotations B2B (North/West Region - India). Group pricing & itinerary mapping.

Education

Delhi University:

Bachelor in Commerce · (2005 – 2008)

- Managed the sales confirmations of coach & hotel bookings.
- In-charge of increasing the after sales profitability through negotiations with coach vendors & hotel revenue department.
- Payments responsibility towards B2B clients & remittances towards Hoteliers & coach vendors.
- Group series taken care for 2020 for one of the B2B account.

Cox & Kings Mumbai, Maharashtra, India May 2016 - March 2019 (2 yrs 11 months)

Assistant Manager – Product Development / Product Launch– USA & EXOTIC

Key Deliverables: -

- USA & EXOTIC product contracting for Summer & Winter Series.
- Groups responsibility at PAN INDIA level - RETAIL / FRANCHISES, School Groups Division, NRI Division and Philippines market (Intl). Responsible for group sales closures & after sales profitability.
- Analysis closely on Nat-Geo product series for 2018.
- SWOT Analysis of the USA & EXOTIC products before/after Summer & Winter launch.
- Responsible to extend all the support required to launch Summer & Winter series and website products uploading.
- Contracting with Travel Partners for destinations USA, Mauritius, Egypt, Srilanka, Dubai, China & Japan.
- Securing Hotel inventory for yearly series.

Yatra Online Pvt Ltd Gurgaon & Mumbai, India Feb 2012 - May 2016 (4 yrs 4 months)

Team Leader – B2B In-house retail OBT Operations (FIT & ADHOC GROUPS)

Key Deliverables: -

- OBT operations, confirmations, cancellations, supplier communication, negotiations with vendors after sales GOP.
- Experience of OBT operations for 70+ agents.
- Deadlines to ensure hassle free process, price match within specified TAT. Ensure full payment of booking closures & remittances before departures.
- Communication to all level of departments to have accurate data & necessary inputs to deliver the sales department.
- Supervised on-ground escalations to avoid guest complaint. Ensure exemplary customer service considering the company's down line policy "Creating Happy Travelers".
- Maintained Daily Sales/ monthly closure/ quarterly & destination wise reports.

Achievement: - Certificate of Appreciation for Best Performer in 2012 & 2013.

Travel Spirit International | tsiholidays.com New Delhi, Delhi, India
September 2010 - February 2012 (1 year 6 months)

Tour Planner – B2C & B2B Outbound Sales & Operations

Key Deliverables: -

- Counter Outbound Sales & Operations of FIT, references & ADHOC GROUPS.
- Responsible for Sales conversions, negotiations, price match, deadlines, voucher issuance, invoicing, visa documentation, remittances to overseas suppliers.
- Ticketing experience on Amadeus.
- Daily Sales & conversion reports.

Achievement: - Certificate of Participation on High Impact Leadership” At – India Habitat Centre 11th Aug 2011.

Ritco Travels and Tours Pvt. Ltd. Mumbai, Maharashtra, India
January 2009 - July 2010 (1 year 7 months)

Travel Officer - Domestic/International Sales & Operations

Key Deliverables: -

- Counter Outbound Sales & Operations FIT.
 - Foreign exchange.
 - Ticketing experience on Amadeus.
 - Daily Sales Report.
-