

Monika N. Gangurde
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Career Objectives

To work in a professional and challenging environment which would help me to attain excellence and give me an ample opportunity to enhance my skills and where I can contribute, my skills for the growth of the organization.

Professional Experience

Since March 2023 working with **RAYDS Services Ltd** as an Operation Manager

Job Profile :-

- Domestic and International travel package Sales & Operations
- Ticketing on Amadeus
- Hotel Booking/ Itinerary/ Packages/ticketing

From May 2021 to Nov 2022 worked for **SitusAMC India Private Limited** as a loan setupSpecialist.

From August 2018 to October 2020 worked for **Sharaf Travels Pvt Ltd** as an Operation Executive

Job Profile :-

- Working on GDS SITA
- Ticketing, Cancellation, Amendments on system
- Handling Bhutan Packages- Making itinerary- sending to B2B/B2C Agent, Quotation, Negotiation, closing deal.

From April 2015 to June 2018 worked for **Mark N Edge, Unit of Holiday Leisure Club** in Operations & Sales

Job Profile :-

- B2C Operations & Sales
- Responsible for searching query to ending of trip including payments, visa, documentation, Invoice, vouchers, Services on trip etc...
- Sending quotations on time to travel agents, follow-ups & closing query.
- Handling flight bookings for Domestic & International.
- Handling Train Bookings, Cancellation, Amendments & Refund. Contracting for new supplier

From June 2014 to March 2015 worked for **ADITYA BIRLA MINACS** As a Customer Service Associate.

From December 2012 to July 2013 worked for **SANTEJ TRAVELS** As a Travel Consultant.

Job Profile :-

- Handling multitasking work. (AL Ticketing, Packages, Train booking, Passport & Visa Processing)
- Handling flight bookings for Domestic & International.
- Handling Train Bookings, Cancellation, Ammendments & Refund.
- Making Domestic and International Holiday package.
- Processing online US Visa & all other country Visa Processing.
- Assisting for Passport application, documents, payment & appointment
- Handling Billing, Vouchers & Payments

From December 2011 to June 2012 worked for **SUTHERLAND GLOBAL SERVICES. Ltd.** For **CLEARTRIP** as a Consultant (Customer Service).

Job Profile :-

- Handling flight bookings for Domestic & International LCC & GDS carrier.
- Handling Bookings, Cancellation, Ammendments & Refund
- Updating flight status & mailing updates to passangers & Guests.
- Solving query of passengers about train bookings for IRCTC, AI booking & Hotel booking assistance for domestic & International.
- Co-operate with Airline Agent via phone, email for updating, modification, complication and other matter of Hotel bookings & Flight booking.

From February 2008 to November 2011 worked for **SYMPHONY TECHNOVENTURES Pvt. Ltd.** as a Reservation Executive.

Job Profile :-

- Handling Hotel Bookings for Netherland, Germany & America.
- Providing information on Room status, Transfers, Travel packages.
- Solving query of passengers by e-mail and phone.
- Informing passengers about delay of flights.
- Co-operate with all 60 tour operators in various country via phone, email & chat for
- Updating, modification, complication and other matter of Hotel bookings & Ticket booking.

Qualifications Summary:

Academics:

- Appeared T.Y.B.com From Mumbai University.
- Passed HSC from Maharashtra Board with Second Class.
- Passed SSC from Maharashtra Board with Passed Class.

Computer Skills:

Diploma in office Automation and Graphics from **Keerti Computer Institute**.
(MS Office, DTP, Tally 6.3 , HTML, Internet)

Professional Skill:

- Diploma in **BTEC [HNC] in Aviation, Hospitality and Travel Management** from Frankfinn Institute.
- Completed **Personality Development Training** from Frankfinn Institute.
- Completed **Galileo & Fidelio** from Frankfinn Institute.

Personality Traits:

- Good Knowledge of Computer in MS office, Accountancy & Galileo/SITA CRS.
- Love to work in a team.
- Smart working, Extrovert Person, Leadership quality.

Personal Details:

Name	:	Monika N. Gangurde
Date of Birth	:	April 20, 1988
Marital Status	:	Married
Hobbies	:	Swimming
Language Known	:	English, Hindi, Gujarati, Marathi.

Note:

If my application interests you it will be my privilege to give any other relevant information you may require and I would immensely consider it as my honour and I will try my best to satisfy my superiors.

Place: Mumbai

Date:

Monika N. Gangurde

