

# MAKRAND N. GURAV

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## Senior Travel & Digital Solutions Leader | Corporate Training & Implementation Expert | Operational Excellence & Client Success Specialist

- Results-driven travel and corporate services professional with over 20 years of comprehensive experience in implementation, digital solutions, operational management, and client success across leading organizations in the travel sector. Expertise spans corporate onboarding, Online Booking Tools (OBTs) implementation, Global Distribution Systems (Galileo, Amadeus), and digital platform optimization, with a proven record of enhancing process efficiency, service quality, and client satisfaction.
- Demonstrated ability to lead cross-functional teams, mentor staff, and drive organizational change through structured training programs, knowledge transfer initiatives, and process standardization. Recognized for launching and optimizing Cargo Audit processes, implementing robust quality assurance mechanisms, and executing digital transformation initiatives that align technology with business strategy.
- Skilled in strategic planning, project management, and operational oversight, including SLA monitoring, performance metrics evaluation, and risk mitigation. Certified Corporate Trainer and Facilitator with additional expertise in soft skills training, team leadership, and stakeholder engagement, ensuring that teams deliver consistent results while maintaining high morale and professional development.
- Adept at managing multi-location operations, streamlining workflows, and integrating new technology solutions, with a track record of achieving measurable business impact, operational excellence, and sustainable client success. Recognized through multiple awards, including 'Rising Star,' 'Star of the Month,' and 'Feather in the Cap,' reflecting commitment to excellence, innovation, and leadership in the travel and corporate services domain.

### SOFT SKILLS

- Leadership & Team Management
- Negotiation & Persuasion
- Cross-Functional Collaboration
- Effective Communication
- Adaptability & Flexibility
- Problem-Solving & Decision Making
- Vendor & Stakeholder Relationship Management
- Attention to Detail & Accuracy
- Time Management & Prioritization
- Conflict Resolution

### CORE COMPETENCIES

- Digital Solutions & Online Booking Tools (OBT) Implementation
- Corporate Training & Facilitation (HRCI & CPD Certified)
- Team Leadership & Staff Mentoring
- Customer Success & Client Relationship Management
- Project Management & Process Optimization
- Quality Assurance, Audits & SLA Compliance
- Operational Excellence & Workflow Improvements
- System Analysis & Continuous Process Improvement
- Account Management & Stakeholder Coordination

### LEADERSHIP EXPERIENCE

**Yatra Online Ltd. (Yatra for Business) – Sr. Manager, Implementation**  
June 2025 – October 2025

#### Key Roles:

#### Digital Solutions Implementation

- Spearhead the implementation of Online Booking Tools (OBTs) and travel products for clients and partners, ensuring seamless adoption and operational efficiency.

#### Collaboration & Client Onboarding

- Collaborate with teams to onboard new accounts and provide tailored digital solutions aligned with client requirements.

#### Process Improvement & Documentation

- Develop comprehensive process documentation, standardizing procedures and enabling consistent, efficient service operations.

### ACADEMIA

Bachelor of Commerce (B. Com) – University of Mumbai, 2002–2003

Diploma in International Airlines & Travel Management – IITC, 2006

### CERTIFICATIONS

Certified CRS Training  
(Computerized Reservation System)  
– IITC, 2006

Corporate Trainer & Facilitator – HRCI & CPD Certified

Soft Skill Trainer Certification – SHRM

Google Project Management Certificate – Coursera

**ATPI (GTS E-Services Pvt Ltd) – Manager, Digital Services (Implementation & Support)**  
| May 2012 – June 2025

#### Key Roles:

#### Implementation & Digital Solutions

- Implemented online booking tools (OBTs) and travel products for corporate clients, ensuring seamless adoption and optimized user experience.
- Customized system configurations to align with client-specific requirements, enhancing operational efficiency and user satisfaction.
- Led the deployment of digital solutions across multiple accounts, driving faster onboarding and higher adoption rates.

#### Cross-Functional Collaboration & Account Management

- Collaborated closely with Operations, Tech Support, and global teams to onboard new corporate accounts, providing tailored solutions that meet client objectives.
- Coordinated with stakeholders to troubleshoot issues, implement enhancements, and ensure smooth end-to-end service delivery.
- Provide strategic guidance to clients on process optimization and digital tool utilization, improving overall business outcomes.

#### Performance Monitoring, Quality Assurance & SLA Management

- Monitored key performance metrics across accounts, ensuring strict adherence to SLAs and organizational quality benchmarks.

- Conducted proactive analysis of operational data to identify areas for process improvement, reducing incidents and enhancing service reliability.
  - Implemented continuous improvement initiatives, standardizing workflows and documenting best practices to elevate team and client performance.
- Team Leadership & Training**
- Mentored and guided implementation and support teams, improving efficiency, knowledge transfer, and client satisfaction.
  - Developed training programs and process documentation to strengthen team capabilities and ensure consistent delivery of high-quality solutions.

## PREVIOUS EXPERIENCE

### ZERO OCTA Selective Sourcing India Pvt Ltd – Sr. Process Associate | June 2008 – April 2012

- Led a team within the Cargo Audit process and optimized auditing systems.
- Focused on maximizing recovery, productivity, and quality assurance.
- Managed task allocation, training assessments, and client/stakeholder communications.

### Tata Consultancy Services Ltd. – Sr. Process Associate | August 2006 – March 2008

- Managed shift operations and liaised with clients and overseas trainers.
- Coordinated administrative tasks, ensuring timely completion of deliverables.

### Bata India Ltd. (Retail West Administrative Office) – Officer, Merchandising & Distribution | June 2004 – May 2006

- Maintained daily sales tracking across 150 retail outlets and generated analytical reports.
- Supported senior management with reporting and presentations.

## TECHNICAL SKILLS

- Cytric (OBT) – Implementation & Site Building
- Concur and Atriis (OBTs) – Implementation & Site Building
- Galileo & Amadeus GDS, AS400, Citrix, Netscape
- Microsoft Office Suite, Lotus SmartSuite
- MSCIT Certified (Internet & Office Tools)

## PERSONAL DOSSIER

**Date of Birth:** 1st March 1982

**Languages:** English, Hindi, Marathi

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