



Name	SATHYA .M
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**Career Objective** : To work in a competitive and challenging work environment, contribute to the best of my ability towards the growth and development of a progressive organization, and to fully utilize my skills to pursue a challenging and rewarding career.

**Service Chronology (working backwards)** : **Supporting Family business (15<sup>th</sup> January 2018 till 25<sup>th</sup> March 2021)**  
Responsible for retail stationary purchase and pricing.  
Handling local suppliers in the market.

**Via.com As Market Manager.**

Via.com is an Online Travel Agent portal company, which carter mostly travel agent, to make booking online by using password protected special rates. More than 4 crore customers have trusted Via for their travel needs. Our partner network sells Via's innovative and value-for-money travel products and services every day to their customers.

**Domestic Hotel payments for via.com/Dom Operations team, Team lead and than became a Market manager**

**From 20<sup>th</sup> December 2010 till 31<sup>st</sup> Dec 2017.**

Joined as a ops team for via.com and grew to become a Market Manager in this long period, as a result of good performance.

**Market Manager Responsibilities**

- Responsible for contracting new hotels, chain of hotels, re-contracting them, in Chennai - Tamilnadu and Pondicherry market.
- Following them up with deals & offers, contracting them for online B2B/B2C travel portal distribution, negotiating rates, building relationship & networking.
- Ensure best available rates for B2B/B2C market & availability of hotel on site, with good TAC% and constant maintenance of rate parity and availability.
- Analysis competitors market & update the product in respect of rates & availability

- Establish and maintain supplier relationships, train partner hotels on extranet and the wholesale business.
- Maintaining and managing existing accounts to ensure business sustainability, organizing promotional programs & participating in exhibitions for greater brand visibility.
- Update rates & inventory as per searches & upcoming events, negotiating the rates with hotelier.

#### **Hotel Payments Responsibilities**

- Day to day payment transfers to supplier/hotels.
- Statements and E-mails from business partners.
- E-mails, Call monitoring and handling escalation.
- Receivables and Revenue verification.
- Training to New Employees on Process.
- Escalation Resolutions.

#### **Sercon 141**

##### **Quality Analyst for bausch&Lomb/Vision Care Counselor From 16<sup>th</sup> December 2008 to 25<sup>th</sup> June 2010**

Joined as a Vision Care Counselor for a Bausch&Lomb and grew to become a Quality Analyst in Year and half period, as a result of good performance.

#### **Touch N Talk Communications**

##### **Tele caller for Airtel process**

##### **June 2008 to 31<sup>th</sup> November 2008**

Joined as a customer care representative for a Airtel outbound process And within few months, as a result of good performance.

Job responsibilities are calling to customers, who are primarily handling

The Airtel connection and also customer care of Airtel customers. Also responsible for sending our reports to clients on a regular basis and also conducting feedback with agents.

**Professional Strength** : Good communication and written skills in English language.  
Ability to work independently with minimum supervision.  
Ability to adapt to new environment and a fast learner.

**Educational Qualification** : B.com  
Diploma in Advance Accounting.  
2<sup>nd</sup> PUC through Goodwil pre-university girls college.  
SSLC through St Joseph`s in 2006.

**Additional Knowledge** : Diploma in Hardware and Networking.  
Done Junior Typewriting in Premier Institute Of Commerce.

**Personal Info** : Father's Name : Murthy.G  
Date of Birth : 6<sup>th</sup> November, 1990  
Languages : English, Hindi, Telugu, Kannada & Tamil.  
Religion : Hindu  
Marital status : Married  
Hobbies : Listening to music and craftwork.  
Address :no.43, vk avenue sakthi nagar poonamalle Chennai  
600123

**References** : SyedlayeeqAhmed-Proprietor, Touch'N'Talk Communication.  
Paritosh – Senior Executive, secron 141 – Bangalore.  
Jameel – Manager, V4 Technologies-Bangalore.  
Yogeshbmehta – VP via.com, Biju KV – Sr. Manager via.com.  
Antony Joseph – Associate Manager, Via.com-Bangalore.