

AJAY SHARMA

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HOSPITALITY & TRAVEL MANAGEMENT PROFESSIONAL

Offering commendable experience of around 09 years in the field of Hotel Travel & Tourism

PROFILE

- Dynamic & result oriented professional with **12 years** of rich experience in the **Travel industry**, in **tourism operations**. Expertise in **travel operations**, **key account management/customer relations** and **guest satisfaction**, previously spearheading as **Manager Operations at Hotel Clarks Inn Mathura.(clarks Inn groups of Hotel)**
- Fully conversant with entire operations of the hospitality industry; proven capability in negotiating and concluding rate contracts/ special prices/incentives with hotel, transporters and agents to promote business.
- Have been successfully achieving targets with excellence in performance. Possess keen business acumen in analyzing and understanding business requirements, customer-value maximization and developing new business processes and revenue streams.
- Demonstrated ability to manage human, financial and material resources towards the achievement of stated objectives, to plan and manage work programmers and to lead, motivate and provide effective guidance to a team of professional and support staff.

Key Strength Areas

★ *Tour & Travel Operations* ★ *Business Development* ★ *Client Relations Management* ★
★ *Business Promotion* ★★ *Liaison/Coordination* ★
★ *Leadership Skills* ★ *Communication skills* ★ *Presentation Skills* ★

PROFESSIONAL EXPERIENCE

OCT-2010 TILL NOW

Specific job responsibility with the current job.

- Have a through understanding of the overall product line.
- Have a through understanding of the technology, procedures, terms and condition, Payments and service policies associated with a working relationship with the company
- Ability to articulate the value proposition of using the company's product line and technology To distribute and sell travel in various channels.
- Negotiate and enter into enforceable contract with industry suppliers, including hotels, travel agents & corporate.
- Ensure timely delivery of service per cost, quality and other contractual terms, while periodically conducting Vendor-rating exercises leading to improved service levels of existing suppliers, as well as development of new suppliers.
- Proactively manage the relationship with industry suppliers, while identifying trends that would affect business and develop recommendations in anticipation of changed business condition.
- Be the official company spoke person for regional operations, promoting the parent company's image, brand and business operation to all key industry participant.
- Contribute to the company's profitability targets by instituting and managing on-going cost effectiveness programs.
- Undertake all specified and additional management of service activities required to carry out your business in line with company expectations, standard and very levels of professionalism.
- Support the development of a high performance customer centric culture that support the overall company culture values and delivery of business objectives by developing a motivated and engaged workforce.

- Work across several business functions demonstrate the necessary management and leadership skills to work effectively at all levels to achieve desired outcomes.
- Other duties as mutually agreed.

Working Experience details-

Name of the organization	Job responsibilities	Designation	From
Kouni Travel	Filing and looking the ground handling services	Sen,Executive tours	Feb2004- Till Sept-2007
Rajasthan Tours pvt ltd	Arranging tours, corporate events/NRI Weddings/Royal wedding planning, coordinate tours in Rajasthan. Looking the account of LPTI, GO India, Cox and king, , Yatra exotic	Asst.Manager Tours	01 Oct 2007 till Sept-2010
Vesta Group of Hotel	Part of the pre-opening Team taking care of Hotel contracting /dealing with Inbound/Domestic market. As well as dealing with all the leading travel agents in jaipur/and rajasthan. Represent the company in all major trade fair like,SATTE.TTF,GITB	Sales &Manager operations	Oct 2010- Till Sept-2015
Marigold Hotel	75 rooms hotel with banquet /roof top pool/bar. Gym/SPA	Operation Manager	Nov 2015 T0 Nov2016
Clarks Inn Mathura	Taking care of hotel operations .like. Front office/f&b /accounts for payment follow up/meeting with sales team.making sure that staff follow the company SOP	Manager Operation/Unit Head	Dec 2016 Till 14 Nov.2018
Vesta Groups of Hotels	Looking the Operation and travel agent marke segment..	Sales & operations	April -2019 to present

Education

B.A .♦Rajasthan University, Jaipur

D.O.B- 9/7/1976

COMPUTER SKILLS- Microsoft word, Microsoft outlook ,Microsoftpowerpoint

Permanent Address- 1/1256, Malviya Nagar-Jaipur.

References: Available on Request

