

Hridayesh Kumar

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Travel professional (post graduate in tourism management) with 14 years of expansive experience in travel trade (Leisure tours - Inbound & Domestic and Corporate travel) with strong business background in managing & supervising total tour operations (including individual tour, group tour, special interest tours, charters, domestic cruises, MICE, etc), sales & business development for leisure tours (Inbound & Domestic), hotel & vendor contracting, product development (website, brochures, collaterals, etc), MICE (Inbound & Domestic). Participated in various national and international travel events/exhibitions/marts like WTM (London), ATM (Dubai), PATA (India), SATTE, GITB, IATO, IITT, etc

Willing to relocate: Anywhere

Work Experience

MANAGER TRAVEL (LEISURE & CORPORATE), HOTEL CONTRACTING, MICE, SALES & BUSINESS DEVELOPMENT

CONCEPTS THE TRAVEL PROFESSIONAL PVT LTD - Delhi, Delhi

April 2013 to March 2020

Concepts - The Travel Professional, New Delhi, India

Period: April 2013 till Mar 2020

Designation: Manager - Leisure Tours (Inbound & Domestic) & Corporate Travel, Hotel & Vendor Contracting, MICE, Sales & Business Development

Company profile:

Currently working with Concepts - The Travel Professional- a travel service giant and an award-winning travel service company dealing in leisure tours (Inbound/Domestic), Corporate travel, MICE (meetings, incentives, conferences & exhibitions) business and offers wide range of leisure/ corporate travel solutions in India and & overseas.

Job role & responsibilities:

- Responsible for executing and supervising total tour operations B2B (Leisure - Inbound & Domestic) and MICE (meetings, incentives, conferences & exhibitions).
- Responsible for Sales & Business Development for leisure tours, corporate travel and MICE (meetings, incentives, conferences & exhibitions) for new client acquisition and to maintain & enhance business from the existing national & international clients.
- Executed and escorted various group tours (series group, adhoc groups) , MICE events (meetings, incentives, conferences & exhibitions) including off-site, conference, event, Incentive, special interest tour (e.g. Metropolitan Museum-USA, British Royal Legion Groups-UK, International Corporates & University groups from USA Stanford, Texas, Baylor, etc), FAM trips/site inspection trips, Charters flight & Cruise operation (shorex & overland tours).

- Responsible for hotel & vendor contracting for effective business, quality service and revenue enhancement.
- Responsible for product development including research, planning, costing, etc for website, brochures, newsletters, collaterals, e-mailers, etc for both B2C and B2C business.
- Responsible for administrating team work including staffing, team motivation, quality control, crisis management, etc).
- Responsible for maintaining MIS reports (business facts & figures, presentation for sales meeting strategy, market intelligence, future trends, upcoming national & international travel trade events/marts/exhibitions, etc) for effective meeting & discussion with top management.
- Participated in various events/exhibitions/seminars/road-shows and national & international events/ marts like WTM (London), ATM (Dubai), PATA (India), SATTE, GITB, IATO, IITT, TTF, etc

Manager Tours (Inbound & Domestic), MICE, Sales & Business Development

Abercrombie & Kent India Private Limited - Delhi, Delhi

August 2005 to March 2013

New Delhi, India

Period: August 2005 till March 2013

Designation: Manager Tours (Inbound & Domestic), MICE, Sales & Business Development

Company profile:

Abercrombie & Kent (MNC- US based) is the most comprehensive network of high-quality Destination Management Companies, with DMC's on every continent offering value driven ground operations. A&K have more than 62 offices worldwide with approx. 5000 staff. The India office was established in 1985 and offers a full range & high level of travel services in Indian sub-continent (India, Nepal, Bhutan, Sri Lanka & Maldives). A&K have dedicated teams of top industry professionals and specialize in luxury travel arrangements for individuals, groups, charters, cruise, incentives & conferences.

Job role & responsibilities:

- Responsible for executing the overall travel & tour arrangements in India and sub-continent (including Nepal, Sri Lanka, Bhutan & Maldives).
- Responsible for communication and business with national & overseas clients/travel agents/trade partners for private travel, luxury travel, series group tours, fixed departure tours, adhoc groups, special interest tours, incentive tours, charters flights, Cruises (shorex & overland tours), etc
- Responsible for hotel & vendor contracting for business and revenue.
- Responsible for sales & business development (assisted & coordinated with senior sales team (vice president, general manager, etc) for pitching new business and enhancing the existing business from various national & overseas clients/travel agents/partners, etc
- Responsible for business development through brochures & collaterals (research, planning, costing and circulation) of new products, promotions, offers through e-mailers, e-brochures, e-newsletters, e-collaterals, etc
- Executed and escorted various group tours (series groups, adhoc groups), Incentive

groups, special interest groups, MICE groups, FAM groups operating in India from overseas countries (European & Western Countries), etc

- Responsible for MIS reports (business facts & figures, sales presentation, market intelligence, future business / trends, upcoming events/marts/exhibitions, etc) for meetings and discussion with senior management.

- Participated & represented company on various national & international travel events/marts/seminars/exhibitions e.g. PATA (India), SATTE, GITB, IATO, TTF, etc

MAJOR PROJECT EXECUTED

USA Corporate & State University Groups

Millennium Tours, Texas, USA (Shell Oil Group- approx. 110 pax)

Millennium Tours USA (University groups including Baylor University, Texas University, Sandford University, etc)

Education

Master Degree in Tourism Management in Travel, Tourism & Management

Dr B R Ambedkar University - Agra, Uttar Pradesh

Bachelor Degree in Science

Dr B R Ambedkar University - Agra, Uttar Pradesh

CBSE in Board

Air Force Convent School - Agra, Uttar Pradesh

Skills / IT Skills

- Travel trade professional with an experience of more than 14 years in travel trade (leisure tour
- Inbound & Domestic and Corporate travel) and MICE (meetings, incentives, conferences & exhibitions).
- Effective Sales Manager for business development for Leisure tours, Corporate travel and MICE (meetings, incentives, conferences & exhibitions).
- Optimistic, creative, progressive approach in life as well as in work which enable me to excel under pressure to meet the organization goals together with excellence in my work.
- Excellent written and verbal communicator & presenter for the business.
- Versatile and professional to adapt well to the rapidly changing business environments.
- Strong team leader in mediating with multiple divisions with-in the organization.
- Effective manager in consolidating & utilizing resources and implementing time & resource management to achieve the business targets.
- Tech-savvy in wide variety of applications for business and social life.
- Participated in various national and international events, travel fairs, marts, seminars, exhibitions, road-shows, (e.g. WTM-London, ATM-Dubai, PATA (India), SATTE, GITB, IATO, IITT, etc).
- TOUR OPERATIONS, HOTEL CONTRACTING, MICE, SALES & BUSINESS DEVELOPMENT