Name – **Sandeep Tiwari Date : 03-06-2020**

Current Employer – RTW GLOBAL SERVICES PVT. LTD.

Designation – Sales Head

Total Experience – 8 years

Current Salary – 40 K

Expected ctc – 10 to 15% hike

Education – Bcom IInd year.

Current Location – Rajokri, New Delhi

D.O.B - 20-06-1989

***Sandeep Tiwari***

***Specialization: Sales/ Customer query resolution, Inbound, Outbound Tour Operations, Itinerary, Visa & Ticketing B2B & B2C***

Mobile:+91 8851581200 ~ E-Mail: San20689@gmail.com

**OBJECTIVE:**

Seeking Challenging assignments in Travels Sales and always egger to operation works chain Management.

**SYNOPSIS:**

* *A result driven professional with over 8 year of experience in the areas of Travel operation and costing in CIS market special in Russian based clients.*
* *Adept at moving into new environments and extrapolate from the existing experience to quickly adapt into new ways fluently.*
* *A proactive planner with good soft skills and team player.*
* *My communication and team building abilities are both supportive and effective.*
* *Proven performer with an excellent track record in all assignments.*

**BASIC DOMAIN KNOWLEDGE:**

* Operations Management
* Operation and Distribution Planning
* Commercial and Corporate Awareness

**PROFESSIONAL CAREER:**

**Hero BPO: Feb 2010 to Mar’2011 in India mart sale process**

**Aegis BPO: Mar’2011 to Jan’2012 inbound /outbound calling.**

**Travelite(India) : Airport Representative , Operations and costing based work handler with a reputed company which is winner of National Tourism Award 2012….**.

**Tour Assistant:** 09 Jan’12 till 29 Jan’14.

**Lux Routes Holidays:**  Same position from 02 Feb’14 till 16 Mar’15

**Majestic India Travels:** Senior Travel Manager 25 Mar’15 till Nov'19

**RTW GLOBAL SERVICES :** Mice Head

***Selected Accomplishments:***

* Responsible for all operational work including under operation files and upcoming files, all services reconfirm, payments, vouchers, Visa’s etc..
* Identify opportunities & handle inquiries for business development.
* Interact with hoteliers to make a good relation for business devlopment , understand their applications & needs & recommend right solution.
* Interact with dealers & agents for different segments & business development.
* Monitoring competitor activities Co ordinate supply & service chain, after market operations.
* Handling enquiries, processing booking & updating the senior on the dispatch status.
* Regular reconfirm bookings & Payment follow-ups.
* Handling Clients grievances & co-ordination with clients.

**EDUCATIONAL QUALIFICATION:**

* **High School from CBSC Board in -2008-09.**
* **Inter from CBSC Board in -2009-10.**
* **B.com from IGNOU**

**SKILLS:**

* Effective communication, team building & relationship management, presentation and negotiation skills.
* Driving pre / post sales efforts including market research and trend analysis initiatives.
* Formulating business plans and ensuring adherence to the same for achieving targets.
* Micro-soft Office (Excel, Access, Power point & Outlook)
* Languages: C, C++

**PERSONAL DOSSIER:**

* **Date of Birth:** 20-06-1989
* **Marital Status:** Married
* **Languages:** English, Hindi, Russian
* **Hobbies:** Chess, Carom, Trekking, Reading Travel Itinerary