

TANVEER RAZA



About Me



2+ Years experience



August 18, 1995



New Delhi



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Operations Head

I am a self-motivated, meticulous and result-oriented individual working in the online travel industry with consolidator handling in Operation Management, Product Development, Marketing Strategy, Hotel Management and Digital Marketing Strategy. Proficient at managing & leading team for running successful operations.



Career Objective

Seeking a career to utilize my knowledge, personal skills to gain comprehensive understanding of a reputed organization, so as to take responsibility and contributes significantly. Objective to work in an organization which provides opportunities for growth, learning and scope of for the implementation of my skills and hence give my best to the organization.



Work Experience

August 2017 – Current

Operations Head

ADB Rooms Pvt. Ltd.

New Delhi

- Using knowledge of the market and competitors, identifying and developing company's unique selling propositions and differentiators.
- Handling product integration and monitoring.
- Handling price strategy and promotional activities.
- Working with technical staff and other internal colleagues to meet customer needs.
- Coordinate training of partner hotels on our tool and the online business.
- Identify key markets and the types of hotel products that would complement our current product offerings and revenue growth.
- Handling hotel partner objections by clarifying, emphasizing agreements and working through differences to a positive conclusion.
- Resolving client issues and complaints.
- Building relationships with new as well as existing hotel partner and market manager of OTA's.
- Managing & leading team for running successful operations.
- Develop and implement tasks and processes analytically to drive hotels to potential growth opportunities.
- Submitting weekly progress reports and ensuring data is accurate.

January 2017 – July 2017
Technical Executive Engineer
ADB Rooms Pvt. Ltd.
New Delhi

- OTA Management.
- Inventory Management.
- Channel Manager Integration and Managing.
- PMS Integration and Managing.
- Digital Feedback Integration and Managing.
- Other Product Integration.
- Website Development and Maintaining.
- Digital Marketing.
- Graphics Designing and Video Animation
- Relationship Between Market Manager.
- Coordinate training of partner hotels on our tool.

August 2016 – November 2016

Web Developer

Patna Technologies
Patna, Bihar

- Designed website using HTML and CSS
- Web Development using PHP and .Net
- WordPress Development
- Maintaining the existing websites.
- Worked on some graphic design project specifically the logo redesign
- Handling project and meetings with clients
- Basic SEO and analytics reporting



Hospitality Skills

- | | | |
|----------------------|---------------------------|---------------------|
| • Strategic Planning | • Operations Management | • Yield Management |
| • Team Leading | • Relationship Management | • Issue Resolution |
| • Analytical | • Technical | • Digital Marketing |



Technical Skills

- | | | |
|-------------------|-----------------|--------------|
| • HTML | • CSS | • JavaScript |
| • Bootstrap | • MS SQL Server | • C, C++ |
| • WordPress | • PHP | • .Net |
| • Adobe Photoshop | • Video Editing | • MS Office |



Awards and Achievements

- Because of my strong interpersonal and team management skills, I was selected as a Team Leader by ADB Rooms Pvt. Ltd.
- For maintaining coordination among team members, resolving client issues, complaints, and product development, I am a manager of ADB Rooms Pvt. Ltd.
- In Summer training project with proper documentation, coding style, knowledge about project and time management, I was Awarded the 3rd prize



Education

Bachelor of Computer Application

Nalanda Business College

Maulana Mazharul Haque Arabic & Persian

Patna, Bihar

Graduated, July 2016

Marks 64%

Division 1



Personal Interests

- Team Sports
- Traveling
- Volunteer or Social Work
- Book reading



Personal Details

Father's Name: Mohammad Tauhid

Gender: Male

Languages: English, Hindi, Urdu

Marital Status: Single

Nationality: Indian

Age:22

Strength: Positive Attitude, Effective Presentation, Smart Working, Crisis Management.

Declaration

I, Tanveer Raza, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

New Delhi

Tanveer Raza