



SUBHASISH GHOSH

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Address	1808 Mantova Tower, Mahagun Mascot, Crossing Republic, Ghaziabad, UP. India
Passport Details	INDIAN G-1750247
Driving License	INDIAN
Date Of Birth	30/12/1980

Objective	To strive for professional excellence where continuous learning combined with experience, results in evolvement, both professional and personal
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Highlights	<p>Over 14 years of successful sales, marketing, Operations, Business Development, Customer Service experience of various products and services in the highly diversified markets of Travel and Tourism. Proven track record for increasing revenues and profitability</p> <p>Sales ~ Marketing ~ Operations ~ Business Development ~ Customer Service ~ Negotiations~ Team Leading ~ Online Travel ~ Travel Management</p> <p>Excellent communication and interpersonal skills, well organised, self motivated, analytical, adaptable and persistent. Experienced in securing orders, managing overall profitability and managing key accounts. Adept in strategic utilization and deployment of resources to achieve organizational objectives.</p> <p>Proficient at providing value added customer service by resolving customer issues & ensuring their satisfaction within the organizational norms.</p> <p>A highly successful track record in conceptualisation and implementation of strategies to handle diverse markets and their dynamics, while achieving short term and long term goals</p>
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Academics	<ul style="list-style-type: none">•High School Leaving Certificate from Board of Secondary Education , Assam, India in 1996•Higher Secondary from Assam Higher Secondary Education Council, Assam, India in 1998.•Bachelor of Arts, Dibrugarh University, Assam, India in 2003
Training	<ul style="list-style-type: none">•Online Certification of Aussie Specialist from Tourism Australia•Online Certification of Dubai Expert from Depart of Tourism and commerce marketing Dubai
IT Skills	<ul style="list-style-type: none">•Knowledge of MS word, Excel and PowerPoint, Photo Shop, GDS – Amadeus, Worldspan, Galileo, Sabre. SMO

WORK EXPERIENCE

Manager
Avkash Holidays

Oct13 to till date

- Sale, Marketing, Operations, Business Development,
- Determining company's strategic objectives and policies
- Monitoring progress towards achieving the objectives and policies
- Hiring and training
- Monitoring marketing and advertising strategies
- Online Travel
- Adventure Tourism
- Direct the activities and productivity of the organization
- Manage administrative functions
- Set and met the goals of the organization
- Create budget and track expenditure
- Create presentations
- Google advert CPC, PPC. Just Dial, Holiday IQ, Hello travel etc
- Booking Hotels through portals (like Hotelpro, hotelbeds, agoda,dotw . Expedia, etc)

Manager (Operations)
Skylord Travel Plc.

Jul09 to Jun13

- Handling customer queries and complaints.
- Working in GDS Worldspan, Amadeus, Sabre, VTO & Galileo.
- Specializing in formulating package tours for clients with in the U.K. to Dubai, Far East & India.
- Handling all travel arrangements for clients.
- Business development
- Passenger Ticket, Hotel, Transport, Travel Insurance Reservations via Telephone Sales Network.
- Booking Hotels through portals (like hotelbeds, agoda,dotw, Expedia, etc)
- Reservations through Consolidators.
- Carhire globally through Holiday Auto
- Travel Extras
- Handling team and achieving team target. B2B and B2C
- Digital Marketing (Google, Bing, trip advisor, Skyscanner , Cheapflights, Travel Zoo, travel Super Market etc)

Assistant Team Leader
The Luxury Holidays UK Ltd.

March08 to June09

- Handling customer queries and complaints.
- Working knowledge of Online Reservation System Worldspan
- Specializing in formulating package tours for clients with in the U.K. to Dubai, Far East & India.
- Handling all travel arrangements for clients.
- Passenger booking via Telephone Sales Network.
- Booking Hotels through portals (like hotelbeds, agoda,dotw)
- Reservations through Consolidators.
- Handling luxury trains sales and reservation
- Marketing

<u>Senior Sales Consultant</u> Onkar Infotech Pvt Ltd. (BPO of Southall Travel UK Ltd.) June05 to Feb08	<ul style="list-style-type: none"> • Handling customer queries and complaints. • Reservation through GDS Worldspan & Amadeus • Specializing in formulating package tours for clients with in the U.K. to Dubai, Far East & India • Handling all travel arrangements for clients. • Passenger air ticket, hotel, transport booking via Telephone Sales Network. • Booking Hotels. • Car rental • Travel Insurance
<u>Travel Desk Executive</u> Inditravel Pvt Ltd Taj Mansigh Travel Desk December04 to April05	<ul style="list-style-type: none"> • Handling all travel arrangements for guests. • Booking Hotels. • Flight reservations and ticketing. • Car Hire. • Reservations through Consolidators and suppliers.
<u>Team Member</u> Stracon India Ltd (Indian Airlines BPO) April04 – November04	<ul style="list-style-type: none"> • Working knowledge of Online Reservation System RTB (CRS) • Handling reservations. • Handling outbound and inbound Sales and Marketing. • Customer Service • Frequent flyer Program
<u>Travel Consultant</u> Brahmputra International Pvt Ltd December02 to April04	<ul style="list-style-type: none"> • Online Reservation through Amadeus. • Issuance of Domestic Air tickets manually. • Handling of Corporate Clients. • Handling reservations. • Arranging Domestic tours. • Carhire

Key Responsibilities	<ul style="list-style-type: none"> • Develop and maintain relations with the customers • Ensure Increase in Sales. • Ensure all telephone calls – customer queries /service complaints are answered promptly and courteously. • Ensure that sales agents are fully informed and understand policies and procedures and communicate pertinent changes in timely manner. • Ensure that quality customer service is provided to customers and race for quality standards achieved. • Ensure company policies are adhered to, at all stages of the customer relations/ complaints process. • Ensure minimum losses incurred when providing customer service resolutions. • Boost the morale of all the employees and also maintain coordination and cooperation between them. • Meet the sales targets set by the company.
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PROJECTS

www.avkasholidays.com

Avkash Holidays is one of the successful and fastest growing travel companies across INDIA. Established in 2013 have spread travel business to great heights in this short span of time. Avkash Holidays as a travel company provides one stop travel solutions to all your travel needs, includes Air, Car, Hotel and Cruise (Sea Route), ensuring it to be economical and excellent tour packages to most of the exotic destination both in domestic and international.

Avkash Holidays is equipped with experts in the providing best services in Flight Booking, Hotel booking, Holiday Packages, Travel Insurance, Trains, Buses, Car and other Travel needs. Avkash Holidays also specialized in organizing Adventure tours and outdoor Camp Activities for our clients (Especially for schools and colleges), specialized in Adventure sport (Mountain biking, Motor Biking, Bungee jumping, River Rafting, Rappelling, Trekking, Jeep Safari, Paragliding , Flying Fox and other various activities)

Responsibilities

- Sales
- Marketing
- Business Development
- Customer service
- Team Building and Team Management
- Training
- Recruiting
- Preparing website with IT team
- Designing tour package
- Negotiation

www.cheapest2.com

Cheapest2.com is retail division of Skylord Travel Plc, established **since 1983** and are one of the largest travel companies in the UK. For years we have supplied flights to travel agents all over the country, growing year on year. Its a **team of over 100 in 6 offices** in England spread around London, Birmingham, Manchester & Leeds.

Cheapest2.com have grown from issuing a few thousand tickets a year to now issuing over **80,000 tickets a year**, all this with a negligible complaint rate.

Cheapest2 isa Members of ABTA (F7090), IATA and ATOL (3550)

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PERSONAL PROFILE

Father's Name	Late Mr Sudip Ghosh
Permanent Address	Mrs Jeeja Guha Ghosh Durgabari Digboi Dist. Tinsukia Assam India Post code: 786171 Phone : +919854147624
Marital Status	Single
Sex	Male
Interests	Travelling, Meeting People, Music
Linked In Profile	in.linkedin.com/in/subhasishghosh29