# RESUME

# Mr. Tanmay Shirish Barve

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**Objective:**

To use my creativity and sincerity for the organization and simultaneously improve my

Knowledge and enhance my capabilities. For me hard work is more like a religion than

Just a commitment.

**Educational Qualification:**

B.COM, Mumbai University. Secured Second Class.

**Professional Qualification:**

 IATA/UFTAA Foundation with Distinction in Fares from IAFD (SION)

**Computer Skills Sets:**

Software Advance Excel, Microsoft Office 2000 and Internet.

Specialized in **AMADEUS, ATPCO, WORLDSPAN, SITA, ABACUS, and GALILEO** for airline fares and fare rules.

##### Work History – 9 years

**Briefing about the Current Work Process:**

Feb 2012 till date as Product Manager

At Flightnetwork

* Product support and development
* Third party product integration
* Conducting and testing of new features and requirements for product validation during pre-implementation
* Research and provide corrections to problems and recommend solutions
* Provide internal support regarding product related inquiries
* Collect, verify and update product information for static flight, hotel, and car content
* Escalate internal or consumer application related issues to the internal support team
* Maintain required documentation for new features and resolutions
* Produce product advisories from technical documents for internal distribution
* QA/UAT of new flight, cars, hotels, and vacations product features
* Done a GAP analysis of product requirement in development perspective (10)
* Putting functional requirement in document and assign work to PMs (10)
* Doing system requirement and business requirement study and documenting it also priorities work according to need (10)
* Excellent cryptic and web services knowledge of GDS, vacations, cars, flights(LCC),and Hotels (10)

**Ecommerce support**

**Jan 2011 till Feb 2012** as **Senior Executive Ecommerce Support**

At **Interglobe Technology Quotient Pvt. Ltd** (ITQ) distributing Galileo and Worldspan in India and Srilanka market**.**

**Responsibilities:**

 - Defining & ensure appropriate level of E-commerce Product knowledge and support in all relevant internal departments within itq to achieve the highest standard in product.

- Enhance over all user experience for ecommerce Support services for Customers and Employees.

- Handling whole west market of India.

- Monitor all issues raised by the Developers both in the Online Reporting system and by email and provide adequate solutions for the same.

- Prepare/Maintain adequate API support documentation with various workflows and ensure that the correct processes are being followed by the Developers.

Done a GAP analysis of customer requirement in development perspective (10)

Gathering functional requirement from customer and put in document (10)

Done system requirement and business requirement study and documenting it also priorities work according to need (10)

Excellent cryptic and web services knowledge of GDS (10)

**Previous Job Profile:**

**Pricing and distribution (ATPCO/AMADEUS)**

**MAY 2009 to JAN 2011** as **senior officer** (**Team lead**) on Airline Project

Fare filling in ATPCO/AMADEUS at **CONNAUGHT NETWORK SERVICES (CNS).**

Capable of handling fare filling team. Loading fare sheets in ATPCO and Amadeus (Fare Expert).

**Responsibilities:**

-filing fares in ATPCo system so the travel agents, CX offices & CX.com world over can sale the QC of loaded rules and fares tickets to the ultimate passengers.

-As a Quality Assurance Leader After getting promoted as a Quality Assurance Leader my profile included, Quality -Checks for the work done by the staff in my team.

-Testing in all CRS/GDS like (AMADEUS/ SABRE/ GALILEO/ WORLDSPAN).

**Revenue Accounting (Interline**)

**JAN 2007 to APR 2009** as Process associate on Airline Project

Revenue Accounting (Interline) at **Tata Consultancy services (TCS)**

**Capable of handling Interline team**, major in fims & flight coupons billed by other airlines.

Back up checking of the fare from ATPCO and AMEDUS to ensure about the rejection as per prorated value to billed airline.

**Responsibilities:**

Inward Billing:

To Process Inward Billing (IDEC & NON IDEC) Invoices from Form 3 till freezing.

To resolve errors and process document.

To do all the necessary process related quality checks as per

The carrier.

Mark processed and freezes thereafter, before month closing.

Handled FIMs processing for inward billings.

**JULY 2004 till JAN 2007** as Quality check & Data Loading Associate – Airline Fare Audit at **Kale Consultants Ltd**

#### Successfully completed Airline Fare Audit Certified Course in Zero-Octa in Jun-2004

**Briefing about Airline Fare Audit:**

In the Kale, Audit Team responsible for identifying the Error made by Several Agents while Issuing Tickets and Raise an ADM (Agent Debit Memo) also doing Q.C. for staff members.

**Responsibilities:**

Check calculations of Incentive and ORC for GSA and BSP agents, Issue Debit notes/ACM for adjustments.

Quality Checks to ensure customer satisfaction

Audit of Airline Tickets (Sales Audit, Town Office and Reissue Audit).

Audit BSP Reports for sales and refunds

Raising ADM/ACM & Debit notes/Credit Note for any Fare Violations, RBD and Sales Abuses for any Revenue Loss/Gain

Expert in handling BSP & ARC

**Extra Curricular Activities:**

 Playing Chess, Listening Music & Traveling

**Languages Known:**

English, Hindi & Marathi

**Personal Details:**

 Date of Birth: 08th May 1982

 Marital Status: Married

 Nationality: Indian

#### I would welcome the opportunity to discuss my Background in person with you

**Further at your convenience.  An interview would confirm my abilities to make**

**An immediate contribution to your organization.**

(Tanmay S. Barve)