## S U S H A N T A T A R U N R O Y

**CONTACT INFORMATION**

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**CAREER profile**

An aficionado in driving business revenue model with consistent client engagement, excelled in handling national and zonal sales, small & large account RFP’s, channel & corporate sales. An expert in managing relationship at C-levels, vocalist in presenting and delivering business plan, extremely client focused and turning challenges into most green opportunities.

**CAREER OBJECTIVE**

To leverage my skills and capabilities in industry space to enable development of best-in-class revenue models and gain business competencies in the process.

**SKILLS SUMMARY**

* Competitive Contract Winning Market Analysis and New Market Penetration
* Team Building, Training and Motivation
* Channel building & management
* Product Positioning
* CXO’s Relationship Management
* Consulting and Solutions Selling
* Persuasive Communications / Negotiations
* Presentation and articulation
* Consistent client engagement

**STRENGTHS AND CAPABILITIES**

* Strong business and motivation techniques.
* Good listener and eager to learn new things.
* Commendable interpersonal and crises management skills.
* Quickly adoptable to the new work environment.
* Patience, Loyalty & Obedience.
* Flexible in any environment.
* Dedication towards work.
* Work with clear goals.

**EDUCAITONAL BACKGROUND**

**Masters in Business Administration (MBA) - Marketing & Sales**

Performance Figure : “B+” Grade.

University : Canterbury University, London – UK.

**Bachelor of Commerce in Commerce (Major Sub: Marketing & Sales)**

Performance Figure : “B+” Grade.

University : Canterbury University, London – UK.

**Diploma in Tourism & Travel Industry Management (Full Time 2yrs.)**

Performance Figure : “A” Grade.

University : Garware Institute, Mumbai – University.

**OTHER EDUCAITONAL QUALIFICATION**

Software Skills : Amadeus Reservation Ticketing Course & M.S Office.

Languages : French (Basic).

Institute : IITC Bandra Branch.

**WORK EXPERIENCE**

* Currently past 16months (Feb ’15 till date) in **M/s. Oravel Stays Pvt. Ltd. - OYO Rooms,** as Business Head – Local Demand (West) & National Head Enterprise Sales (Non-Profit/Education/Association/Media).
* 13months (Dec ’13 to Dec ‘14) in **M/s. Riverside Resorts & Holiday Homes Pvt. Ltd. - Rio Group**, joined as Business Head – Marketing & Sales for Resort Rio, later have been laddered-up with an additional profile as Vice President for Best Trip Hotels.
* 27months (Jun ’11 to Aug ‘13) in **M/s. Kuoni Business Travel India Pvt. Ltd.,** as Zonal Manager Sales – Western India.
* 45 Months (Aug ‘07 to May ‘11) in **M/s. Olive Tours,** started as Manager Operations & Sales, later on laddered-up till Senior Manager Operations & Sales.
* 16 Months (Mar ’06 to Jul ’07) in **M/s. Kuoni Travel India Pvt. Ltd.,** as Project Associate.
* 37 Months (Feb ’03 to Feb ’06) in **M/s. Sambhava Trade Tours,** was been plugged-in the system as Trainee in Sales & Operations, later on laddered-up till Asst. Business Development Manager.

TOTAL WORK EXP: 154 Months – 12.83 Years.

**ROLES & RESPONSIBILITIES**

**M/s. Oravel Stays Pvt. Ltd. - OYO Rooms,** as Business Head – Local Demand (West) & National Head Enterprise Sales (Non-Profit/Education/Association/Media).

**Roles:**

* Sustainable growth of URN’s versus the ARR.
* Pre Post Sales Strategy, Acquisition & Execution.
* External & Internal Client Management.
* Team & People Management.

**Responsibilities:**

* Contracting with Corporate clients, Travel Agents, Event Management Companies etc.. within the trade for regular/long-stay business.
* Consistency in pace interms of extending 20%+ contribution towards overall regional business health.
* Ensuring SLA standards.
* Increase market penetration.
* People & relationship management.
* Meet revenue targets.
* Decision making and negotiating.
* P&L Management.
* Implementation of Industry’s Best Practices.
* Top & Bottom Line Revenue Management.
* Complete ownership on the DSO versus ROI.

**M/s. Riverside Resorts & Holiday Homes Pvt. Ltd. - Rio Group,** as Business Head for Resort Rio & Vice President for Best Trip Hotels.

**Roles:**

* Frontline Leader.
* Pre & Post Sales Strategy, Acquisition & Execution.
* External & Internal Client Management.
* Team & People Management.

**Responsibilities:**

* Demonstrating a strong presence in MICE segment & increasing the market share.
* Contracting with Corporate clients & Event Management companies for Year around MICE movements, to have a better ARR & direct clientele approach.
* Ensuring SLA standards.
* Increase market penetration.
* People & relationship management
* Meet revenue targets for all company’s products
* Branding and promotions
* Responsible for achieving annual room revenue for the hotel.
* Decision making and negotiating.
* P&L Management.
* Implementation of Industry’s Best Practices.
* Top & Bottom Line Revenue Management.
* Complete ownership on the DSO versus ROI.

**M/s. Kuoni Business Travel India Pvt. Ltd.,** as Zonal Manager Sales – Western India.

**Roles:**

* Revenue & Profitability.
* External & Internal Client Management.
* People Management.
* Corporate Acquisitions.

**Responsibilities:**

* Business Strategies.
* Designing data management system, tracking team productivity and sales forecast.
* Earn client credentials on issue facilitation, on-time SLA reviews, highlighting saving opportunities and assisting in contracting with principal service providers.
* Designing tailor made business proposals for large prospects engagement & closed possible opportunities with available product line.
* Client Management & procuring/facilitating TRS & MICE business.
* Cost Centre’s P&L Management.
* Account Implementation.
* Implementation of Best Practices.
* Direct reporting staff i.e. 3 Business Acquisition Officers & 1 Client Manager. Total unit’s staff strength is 26.
* Top & Bottom Line Revenue Management.
* Complete ownership on the DSO versus ROI.
* TRS & MICE revenue generation.

**M/s. Olive Tours,** as Senior Manager Operations & Sales.

**Roles:**

* Sales acquisition from all possible streams.
* Implementing new product line based on every season & market demand.
* Categorizing segments of business opportunities.
* Manage MIS resources and assignments.
* Provide appropriate and timely results for efficient and effective projected sales completion.
* Review service delivery against SLA standard for all franchisee.
* Developing new products by sourcing, designing, screening & compiling.
* Planning innovative ways in featuring products in market.
* Determine the 4P’s of marketing i.e. Product, Place, Price & Promotion.
* Perform audit reviews on tested packages.

**Responsibilities:**

* Identify cross sell opportunities/leads in intra city within India for sales colleagues in respective locations.
* Identify incremental business opportunities by acquiring new Regional/National Corporate Accounts and increase revenue for the company.
* Complete integration of Global account management for customers located in India.
* Retention of customers.
* Ensuring of successfully attaining business projections.
* Convincing & gain confidence of the agents on the business alliance workability factor.
* Implementing agent performance score card.
* Over viewing daily work flow of the back end operations & on the accuracy level of the sales team.
* Develop interpersonal skills.
* Provide direction to the functional resources on managing day-to-day activities and adhering to sales deliverable due dates.
* Provide help desk support as a convince factor.
* Run production level programs to obtain desired output when necessary.
* Develop the projected sales plan including the resource, skill and extra skill level requirements.
* Develop review schedules and acceptance criteria.
* Help identify change barriers within the business areas.

**M/s. Kuoni Travel India Pvt. Ltd.,** as Project Associate.

**Roles:**

* Acquiring proper system/process clarity during 4months training visit to Kuoni France (Paris).
* Analyzing Hotel & Air contracts.
* Scrutinizing minute contract detailing.
* Uploading finalized contracts on live Computer Accesses System.

**Responsibilities:**

* Planning & Executing an In-house Kuoni France Computer Accesses System for Airline & Hotel Contracts.
* Streamlining the daily work flow of the back end operations & sales team back in France.
* Develop interpersonal skills.
* Analyzing the contracts minutely & rectify the faults if found.
* Uploading the contracts in perfection.

**M/s. Sambhava Trade Tours,** as Asst. Business Development Manager.

**Roles:**

* Solving tour inquiries.
* Business Development (Sales Acquisition).
* Making weekly & monthly reports.
* Acquiring & maintaining new agents.
* Channel Sales.
* Ensuring of successfully attaining business projections.

**Responsibilities:**

* Ability to gauge Clients requirements.
* Providing appropriate assistance to client.
* Good Communication Skills.
* Product Knowledge.
* Quality in Customer per & post actual Service.
* Develop interpersonal skills.
* Solving package inquires.
* Ability to drive the sales and lead generation through agents across allocated locations.
* Ability to take smart business decisions.
* Ability to drive a scouring business graph.

**ACHIEVEMENTS**

Till date earned human network (referrals, clients, prospects etc...) have been & would be the key driving factor to help me attend success in my ongoing & future professional growth.

Below stated are some of the key accomplishments in my career till date:

* Successfully in a very short span of 4months laddered-up with additional responsibilities at **Rio Group.**
* Managed & Executed **Kuoni Business Travel’s Senior Management Meet of 2014** @ **Resort Rio**.
* Achieved the annual EBIT target of **5cr.** set at **Kuoni Business Travel** for calendar year 2013 way before as on 17th July ’13.
* Successfully delivered the highest share in 2013 towards **MICE & TRS** business amongst all the other zones Pan India at **Kuoni Business Travel**.
* Successfully at **Kuoni Business Travel** achieved corporate acquisition of **50crs** & a ROI of **17.5lacs** after deducting all operating incurred expenses for the 1st year of incubation (2012).
* Mentored **MDRT** & other successful agents as a BSA with **Aviva Life Insurance India Pvt. Ltd.**
* Backed by good no. of agents as a driving support Olive Tours helped me in over shooting set annual targets of **50lacs** as a net profit.
* Successfully had set-up, the in-house outsourcing process of **Airline & Hotel Contracting for Kuoni France.**

**CARRIER SUMMARY**

Early but a conscious move towards the inclined functional spoke i.e. Sales, simultaneously to peruse my studies in Travel & Tourism as a lasting career & moreover had been fortunate to be at the right place at the right time. All these ruling factors helped/influenced me to be aligned/focused, in-turn getting me to stand in my current profile.

**PERSONAL DETAILS**

Date of Birth : 16th June 1985

Marital Status : Married

Nationality : Indian

Sex : Male

Passport No : F 7172718

CTC P.A. : 20Lac p.a. + Reimbursements on actuals.

**DECLARATION**

I hereby state the above given details are true to the best of my abilities. I assure you that given opportunity to work for your esteemed organization; will prove to be an asset by being sincere, punctual & assiduous in discharging my duties to the outmost satisfaction.

**(SUSHANTA TARUN ROY)**