**SHYAM NANGIA**



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**TRAVEL, TOURISM. HOSPITALITY VISIONARY -SENIOR PROFESSIONAL**

***Possesses diverse industrial experience in Tourism and Hospitality Management***

**PROFESSIONAL SUMMARY**

* **A high profile, result oriented leader** with over 30 + years distinguished and illustrious career endowed with rich and varied experience **in Travel and Tourism Industry both in India and abroad.**

**CORE STRENGTHS**

**Vision, Strategy & Leadership**

**Sales & Marketing**

**Business Development**

**Planning & Forecasting**

**Budgeting**

**Profitability Management Operations Management**

**Contract Management**

**Key Account Management**

**Sales Promotion**

**Corporate Sales**

**Staff Development**

**Liaison / Coordination**

**Team Management**

**Administration**

* Currently associated **with Life Line Group, New Delhi (Life Line Travels, Life Line Tourism Pvt. Ltd, Cab India Travel and Life Line Traders) as Executive Director, managing logistics, inbound and outbound tours.**
* Solid track record of successful rollout, management and turnaround in business growth through astute planning and execution of travel related strategies.
* Highly experienced in complete range of activities for establishing the brand identity and getting recognition for services offered globally.
* Holds the distinction of significantly contributing towards the Corporate Segment of total business, mainly through Events, Conferences, etc.
* Vast knowledge of both the marketplace and the capabilities & complexities of products and competitors.
* Well versed with the OPERATIONS, PLANNING, PROMOTION, MARKETING & the aspect of FINANCIAL MANAGEMENT of the Travel Company.
* Resourceful in operating INBOUND / OUTBOUND tours, running the Office independently as a Profit Centre planning itinerary, budgeting, finding alternatives and resolving customer concerns and problems.
* Outstanding success in building and maintaining relationships with key corporate decision makers, establishing large volume & high profit accounts and maintaining top & bottom line profitability.
* A keen strategist with expertise in managing operations with focus on profitability, ensuring optimal utilization of resources.
* Skilled in market analysis to keeping abreast of market trends & competitor moves to achieve market-share.
* Excellent communication, people management, relationship management and analytical skills; ability to take holistic approach for solving problems.

**CORE COMPETENCIES**

**KEY RESULT AREAS:**

**Operations Management/ Customer Service**

* Ensuring compliance with the service standards and guidelines that serve as benchmark for excellent service delivery & ameliorated service revenue generation.
* Devising policies and procedures related to customer service & monitor operations to ensure consistent customer service delivery and customer satisfaction.
* Identifying opportunities in all major International Tourism Trade Fairs, meeting & carrying out contract / negotiations with Outbound Tour Suppliers.
* Managing operations pertaining to hotel bookings, ticketing, passports, visas, etc.; negotiating with Airlines and Foreign Agents for better rates.
* Creating inbound & outbound package tours for corporate clients and building rapport with Tour Operators; assisting clients in determining their itineraries/ travel plans and offering most competitive travel solutions.

**Sales and Marketing**

* Conceptualizing & implementing long-term strategic business plans in tune with market trend, macro business opportunities & channel readiness.
* Following marketing strategies to build customer preference and drive volumes.
* Analyzing & reviewing the market response/ requirements and communicating the same to the marketing teams for coming up new applications.
* Studying business potential, implementing plans to drive sales and achieving desired targets.
* Monitoring competitor activities and devising effective counter measures.

**Team Management**

* Supervising team functions of the entire organisation, viz. manpower planning, interview & selection, induction, performance appraisal, training, etc.
* Mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**PROFESSIONAL EXPERIENCE**

**Travel Corporation of India 1970-1978-New Delhi, 1978-1986-Tokyo, Japan**

**Career Progression:**

**Manager- Conferences-** **New Delhi** **1970 - 1978**

**Regional Manager** - **Japan & Far East**  **1978 - 1986**

* Successfully supervised the operations of some of the well known and very large Convention/Congress. They were:
* INTERNATIONAL PEDIATRIC CONGRESS, NEW DELHI, 1977 {attended by 3000 + foreign delegates}
* INTERNATIONAL DIABETIC CONGRESS, NEW DELHI, 1978 {attended by over 2000 foreign delegates}
* INTERNATIONAL SCIENCE CONGRESS, INTERNATIONAL ENDOCRONOLOGY CONGRESS and so many other events were handled successfully.
* Managed complete project planning logistics operations including all financial management related to the events.
* Achieved unique success in terms of financial growth of the company resulting in company offering financial rewards and lucrative position and out of turn promotion as Regional Manager-Japan & Far East, TOKYO, JAPAN - reporting to Chairman.
* Developed new business in Japan while sustaining the existing business, introducing innovative ideas and plans for the growth of business, resulting into many folds increase in the overall business from the entire territory of Japan and Far Eastern countries like Korea, Taiwan, Singapore, Hong Kong and Thailand. Also initiated and explored new avenues of business in marketing the tourism in India, Nepal and Srilanka.
* In Japan, achieved success in maintaining virtually monopoly of the Company over the business generated by some of the top most companies of Japan like JTB, JALPAK, KNT, NTA, NEC. Etc.
* Maintained cordial and mutually beneficial relations with the concerned Executives at various levels in these companies who matter the most in business promotion.

**Trade Wings Ltd. New Delhi – Regional Manager Northern India - Reporting to Chairman 1986 – 1988**

**Highlights:**

* Managed the complete administration of Six offices of the company including New Delhi with a work force of 200 staff
* Started the Courier Division of the Company with the collaboration of an International Courier Company.
* Handled the most prestigious event of ASIAN GAMES, New Delhi [2000 SPECTATORS AND PLAYERS from overseas}
* Privileged to be in direct contact with **Mr. Salve** in the capacity of an Official Travel Agents of the ASIAN GAMES.
* Honoured with the opportunity to **travel to Pakistan twice with Mr. Salve** for the discussion and meetings with the Games counterpart in that country.
* The successful management of logistics for the for Games enhanced the brand name of the company in the industry circle and the company witnessed dramatic growth in business and earned goodwill and enormous profit

**The Ex Union Minister of India and the noted Barrister-at-law Mr. N.K.P. Salve was the Chairman of the Organising Committee of the Games being organized and supervised under the aegis of the then Late Prime Minister of India Mrs. Indira Gandhi.**

**Indica Travel & Tours Pvt. Ltd., New Delhi - PRESIDENT - Reporting to Board of Directors 1988 – 1991**

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*Indica Travels & Tours Pvt. Ltd., established nearly two decades ago, has emerged today as one of the leading Travel Agencies of India. Its is a part of the J.K. Organisation, a leading Industrial Group, with Interests in Paper, Cement, Tyres, Electronics & Synthetics*

The above Company was started by J.K.GROUP OF INDUSTRIES and was assigned the task of building the company from the scratch to a full fledged IATA and Govt. of India approved Company. This was a contractual assignment for three years.

**Highlights:**

* Managed complete project planning logistics operations including all financial management related to the events.
* Strived hard and made all efforts to make Indica a fully fledged Travel Company duly approved by IATA and other International Travel Bodies such as PATA, ASTA besides got it approved by the GOVT. OF INDIA DEPT. OF TOURISM.
* Recruited and trained a team to run the business following quality parameters for service delivery inline with standard guidelines ensuring customer satisfaction.
* Made rapid strides in domestic travel business in addition to generating INBOUND tourism business mainly from Europe in this Company.
* Conceptualized & implemented competitive Marketing strategies for generating sales, developing and expanding market share towards the achievement of revenue & profitability targets.
* Formulated strategies for developing and managing relationship for Key Strategic Partner relationship globally.
* Improved company image through effective corporate public relations and acquiring corporate tie-ups.
* Spearheaded the Company’s Business and Strategic Interests with a focus to develop the institutional business through new initiatives & partnerships.
* Key focus was on driving the achievement of goals through executing Business Plans geared towards capitalising on business opportunities; improvising on business systems as well as distribution infrastructure, human resources and consumer insights.

**Toyo Wheels Inc., Tokyo, Japan - PRESIDENT- Reporting to Chairman 1991-1993**

Solely responsible in forming and starting the company in Tokyo, Japan on behalf the promoters based in Hong Kong and the Indian Tour Operator namely INDIANA TRAVELS for the promotion of tours to India, Nepal and Srilanka.

**Highlights:**

* Implemented business operations viz. Business Plan, Budget, Profit through new initiatives and institutionalized processes.
* Formulating Strategic Initiatives and Decision Making in coordination with workforce in various departments.
* Ensuring operational efficiency of the highest standards in various departments’ viz. Airline ticket booking, Foreign exchange transactions, Hotel booking, and transit transportation etc. by imparting best training and overseeing adherence to all the norms (industry/ company specific) requirements.
* Planned inbound & outbound package tours for corporate clients and established rapport with Tour Operators; assisted clients in determining their itineraries/ travel plans and offering most competitive travel solutions.
* Initiated and developed relationships with target organizations for business development and for strategic alliances & partnerships.
* Developed event management plans & executing promotions to ensure product visibility and for enhancing brand image.

**OTHER PROFESSIONAL ENGAGEMENTS**

* PTC TRAVELS & TOURS PV. LTD [IATA CO]. – Managing Director {1996-1998}
* SIDDHARTH TRAVELS PVT. LTD., New Delhi – General Manager {2000 – 2002}
* MAP WORLD EXPRESS PVT. LTD.- [TOUR OPERATORS] Managing Director {2002-2005}
* Free lance Consultant in the Travel & Tourism Industry during 2005 to 2010

**Life Line Group of Companies , New Delhi Executive Director January 2010 – AUG2012**

Currently working an Executive Director with one of the upcoming Group namely LIFE LINE GROUP OF COMPANIES having vested interest in logistics, inbound and outbound tours.

**Highlights:**

* Prepared and designed a brochure on the profile of the company to promote and publicise the services of the company to national and international tourists.
* Entirely responsible to run the Tourism Company and the corporate affairs of this Group independently and reporting to the M.D.
* Made substantial growth in the business of the company in the last two years in terms of business turnover and profitability.
* Successful in getting the accreditations from the various National and International Travel/Tourism Associations/bodies
* Opened branch office of the company in Surat to cater to growing outbound market in Gujarat.
* Generated inbound tours business to the tune of approximately Rs. 40 Lacs in foreign exchange during the first fiscal year of 2010-2011
* Recruited and trained qualified staff in all the departments of the Group including staff of the Tourism Company.
* Planned and facilitated participation of the Company in all the tourism trade fairs and tourism conclave taking place in the country for the promotion of tourism not only to India, but also to Srilanka, Nepal, Tibet & Maldives Island.

**CURRENTLY I am working as Senior Vice President with McJourney Part of A2Z GROUP based in Gurgaon.**

**PROFESSIONAL HIGHLIGHTS**

* Had the privilege of representing them at the various prestigious INTERNATIONAL TRADE FAIRS & TRAVEL FORUMS in the countries viz. EUROPE, U.K JAPAN, SINGAPORE, and KOREA. These were ITB, BERLIN; PATA CONFERENCE, ASTA CONFERENCE, WTM FAIR, and LONDON.
* Took active part in the orientation seminars, audio-visual presentations, question/answer forums amongst Travel, Trade, Press and Media for the promotion of tourism in India and marketed Company's products and services most effectively at various meets in various countries around the world.
* Widely travelled across the globe mainly on business trips to EUROPE, JAPAN, FAREAST, USA & U.K. Also travelled widely in India / Nepal / Srilanka on business promotion tours.

**COMPUTER SKILLS**

* **Operating System :** Windows 2000, Windows XP, Vista
* **Applications**: MS Office (Excel, Word, Presentation, Outlook, power point & Access)
* **Hands on experience:** Internet Application and its use Office productivity.

**EDUCATIONAL CREDENTIALS**

UNIVERSITY OF DELHI, NEW DELHI

**Bachelor of Arts (B.A.Hons.)- Major: Economics**

**PERSONAL DOSSIER**

DATE OF BIRTH: JUNE 25, 1944 ■ GENDER: MALE ■ MARITAL STATUS: MARRIED ■ NATIONALITY: INDIAN ■ LANGUAGES KNOWN: ENGLISH & HINDI