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| **NITISH KUMAR**  [nkboss@rediffmail.com](mailto:nkboss@rediffmail.com), [nkbossnkboss@gmail.com](mailto:nkbossnkboss@gmail.com)  +91- 9716448427 + 91-7254062872  10995413_812200435533489_8435622351445703045_o.jpg | |
| **core24x24icons Key Skills**   |  | | --- | | **Travel Consultancy** | |  | | **Travel Specialist**    **Advisory Operations** | |  | | **GDS** | |  | | **Reservation & Hard Core Ticketing** | |  | | **Itinerary Management** | |  | | **Fare Filing / Construction** | |  | | **Passport & Visa Formalities** | |  | | **Customer Service** | |  | | **Sales** | |  |   **Team leading**    **Team Management** | An effective Sr. Travel Consultant/Leader with expertise in setting-up objectives, designing & streamlining business processes and executing work to improve productivity & reduce cost, targeting assignments in:  **Travel Consultancy**  Industry Preference: Travel / Airlines  Location Preference: India / Any International Location |
| **Profile Summary** |
| * **IATA qualified** professional with6.6 Years of experience in Conceptualizing and effecting process initiatives for enhancing overall travel operations and introducing ideas for increasing efficiency and business development * Experience in providing high value-added services to corporate and individual customers by providing them effective travel solutions, travel package, thereby enhancing their satisfaction levels * Streamlined wide range of travel operations including reservations, ticketing, fare construction, paper-work & visa formalities * Proficient in GDS System (Apollo, World Span, Sabre, Amadeus & Galileo) * Expertise in Reservation, Ticketing (Issuance & Reissuance), Fare, Schedule information, Cancellation, Refund on GDS system * Responsible for managing Weekly/Monthly work report & Making Roster |
| **career24x24icons Career Timeline**  **­­** | |
| * **Work Experience**   logo_my.png  **Mar’15-Sep’16, My Holidays; Part of Regency Group Holding - Doha, Qatar, as Sr. Travel Consultant**  **Key Result Areas:**   * Liaised with all kind of travel product (air, hotel, car, insurance and package) with all type of travelers such as IE, Corporate, Implant and Leisure * Managing operations pertaining to Reservation & ticketing, hotel bookings, passports & visas * Negotiated with airlines and foreign agents for better rates; prepared cost sheet & itinerary * Created package tours for corporate clients and built rapport with tour operators * Improved customer service by interacting with clients, liaised with destination agents & coordinated with concerned departments for problem resolution * Resolved passenger queries through latest available data in order to avoid any confusion in future * Interacted with customers; provided tailored consultative service as travel advice * Monitored performance of team members to ensure efficiency in sales operations and meeting of targets   **Highlights:**   * Managed all online and offline booking, reservation and manual hard core ticketing * Used specific online booking tool - IE, CRM * Resolved customer issues to first contact resolution and met customer expectations * Mentored team as an Improvised Supervisor * Built dynamic environment that fosters development opportunities & motivates high performance in team members * Manage Weekly/Monthly work & Sales report & Making Roster.  * **Previous Experience**   **Aug’14-Feb’15, Carlson Wagonlit Travel, Gurgaon, India as Sr. Travel Counsellor (Oracle)**  **Key Result Areas:**   * Interacting with Corporate client **(Oracle)** to guiding them all kind of travel information over the phone, by Email and Implant as well. * Delivered presentations; addressed doubts/ queries of the clients * Managed international & domestic reservation & hard core ticketing (issue, reissue, schedule change, cancellation, refund) and Hotels booking on Sabre   **Oct’12-Aug’14 Payless Flights Travel Group, Dehradun as Travel Consultant**  **Key Result Areas:**   * Liaised with clients to providing travel/fare information as well as guiding them with best fare deals according to their needs by over the phone, email & chat * Prepared itineraries, costing and other travel processes * Handling International & Domestic Reservation & Hard core Ticketing (Exchange, Schedule change, Cancellation, Refund) on Sabre & Galileo System. * Formulated weekly work report, presentation and steered marketing activities     **Feb’11-Sep’12** **Serco India, New Delhi, India as Sr. Ticketing Executive - American Airlines Process**   * Handling Manual Ticket Issuance and Re-Issuance on Apollo, World span & Sabre system * Calculating fare and tax difference plus penalties according to current fares. * Redeeming & Issuing the Voucher. * Working on Payout.   **Apr’10-Jan’11 Interglobe Technologies Pvt. Ltd. Gurgaon as Process Associate - Air India Process**    **Education**  **Academic:**   * Pursuing MBA (Operation) from ICFAI (Distance Leaning) * B.Sc. (Physics) from B.R.A.B.U. Muzaffarpur, Bihar in 2008   **Professional:**   * IATA Foundation & ETB Course from Montreal, Canada by Distance Learning in 2010 * Diploma in Travel & Tourism Management from Zakir Hussein College Delhi University, New Delhi in 2009-10 * Short Term Ticketing and Reservation Course from TIM Academy, New Delhi * Travel & Tourism/Airlines Training Certification Course * Marriott Hotel Specialist Certification Course and Hong Kong and Austrian Certified Travel Specialist * Completed Certification Course in Project Management from Doha, Qatar in 2015   **IT Skills**   |  |  |  |  | | --- | --- | --- | --- | | Networking | Net/share | 2014 | 0 Year(s) 01 Month(s) | | PROGRAMMING | HTML | 2013 | 0 Year(s) 01 Month(s) |   **Personal Details**   |  |  | | --- | --- | | Date of Birth | 16 Apr 1987 | | Address: | Kanshiram Aawas, Sector 45, Noida – PIN, U.P. | | Language Known | English, Hindi, Nepali & Maithili | | Nationality | Indian |     **Nitish Kumar**  **Date:** | |
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