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| Om Prakash Mishra    Contact Information:  **Residential Address:** H. No: 276, DDA Flats, Loknayakpuram, Nangloi **E-Mail: virgoniraj@gmail.com**  Mobile : **+91-9958950622**  Personal Data:  Date of Birth : 27-07-1979  Sex: Male  Marital Status : Married  Nationality : Indian | CURRICULAM VITAE  CAREER OBJECTIVES  To seek a challenging position and to dedicate my service to a dynamic and reputed organization where I can put my talent and skills in practice for the growth of the organization and at the same time enhance my own capabilities.  **Professional Synopsis:** Proficient in handling all aspects of inbound travel operations including costing, planning itineraries, hotel reservations, vouchers, travel arrangements air/land and related services etc. Adept in providing high value-added services to customers by providing them effective travel packages thereby enhancing their satisfaction levels. Excellent Relationship Management & Analytical skills.  EDUCATIONAL QUALIFICALTIONS   |  |  | | --- | --- | | **Examination** | **University** | | Secondary | UP Board, Allahabad | | High secondary | UP Board, Allahabad | | BA in Tourism | UP College, Varanasi | | Post Graduate Diploma in Computer Application | UP College, Varanasi | | Master in Travel and Tourism Management | Bundelkhand University, Jhansi |   WORKING EXPERIENCE  Presently working with Anantaram Tours & Travels from July 2012  **Designation** –Manager (Inbound Tours)  **Key Responsibilities –**   * Taking care of day-to-day mails from foreign agents and answering them on daily basis. * Working on costing for the Queries and Preparing Itineraries & brochures. * Negotiating rates with hotels and venders / suppliers. * Responsible for managing day to day business for the immediate team. * Quality maintenance & development of new product * Also actively participate in hiring process of the company * Meeting FTO’s and accompanying them on FAM trips * Preparing power point presentation & doing costing for incentive tours   **Foreign Agents worked with independently for FIT guests:**   * Big Five Tours and Expeditions, US & Canada. * Helvetia Tours, Mexico, Frank Devos, Belgium. * Wells Gray tours, Canada, Tibi World, Italy. * Prima Travels, Sweden, Eastern travels, Norway. * Everest Travels, Norway, Diners travels, Singapore. * Mapple3 vacations, Singapore.   **Foreign Agents worked with independently for GIT guests:**   * Helvetia Tours, Mexico, Frank Devos, Belgium, Wells Gray tours, Canada. * Tibi World, Italy, Diners travels, Singapore. * Mapple3 vacations, Singapore.   **Market Handling – US, Canada, Europe and Singapore.**  **International Fair: - Successfully attended NATAS fair Singapore and MATTA fair Kuala Lumpur 2016.**    **Swagatam Tours Pvt. Ltd.**  (Oct 2006 – July 2012)  **Designation** – Sr. Tour Executive (Inbound Tours)  **Responsibilities –**   * Taking care of day-to-day mails from foreign agents and answering them on daily basis. * Working on costing for the Queries and Preparing Itineraries. * File Operations - Processing Reservations with Hotels + Local Agents + Transport arrangements (Train / Air / Land), Tours Escorts. |
|  | * Meeting with the clients and briefing them about their tour. * Optimizing profitability in each file. * Ensuring customer satisfaction i.e. regularly being in touch with the clients during their tour and providing value-added services for enhancing their satisfaction level. * Going to meet with clients and providing transfer assistance * Have successfully operated and escorted groups/FIT’s which includes execution of a 70 member student group from Huge College of Management from Holland and a 33 member student group from Sweden independently.   **The Travel Co.**  (July 2004 – Oct 2006)  **Designation** – Tour Executive (Inbound Tours)  **Responsibilities –**   * Handling files * Booking of hotels, flights, car hire, guide services etc * Making reconfirmation of the services * Meetings clients at airport * Working on costing for the Queries and Preparing Itineraries. * File Operations - Processing Reservations with Hotels + Local Agents + Transport arrangements (Train / Air / Land), Tours Escorts.   SKILLS   |  |  |  |  |  | | --- | --- | --- | --- | --- | | **Category** | **Name** | **Proficiency** | | **Category** | | **IT Skills** | | | | | | Computer | Microsoft Office | Proficient | | Computer | |  |  |  | |  | | **Languages Known** | | | | | | Language | Hindi | Proficient | Language | | | Language | English | Proficient | Language | | | Language | Bhojpuri | Proficient | Language | |   Positive points   * Ability to manage any on spot circumstances with the capability of analytical and rational thought process and good presence of mind. * Good negotiation skills. * Good interpersonal skills. * A good team player and hold the ability to motivate team. * Ambitious and love to take new challenges and manage projects. * Very creative.   **Destination Orientation -**  Mumbai, Goa, Bangalore, Mysore, Srirangapatnam, Agra, Haridwar, Rishikesh, Dehradoon, Mussoorie, Jaipur, Samode, Jodhpur, Udaipur, Jaisalmer, Bangalore, Chennai, Varanasi, Orchha Jhansi, Ranthambore, Jhansi, Gwalior.  INTERESTS   * Building good relations with people. * Learning new things. * Hospitable towards people. * Exploring new places. * Love for technology   DECLARATION  **I hereby declare that all the information provided in my resume is true to the best of my knowledge.**  **Date:**  **Place:** Delhi **Kind regards**  Om Prakash Mishra |