

# Yameen A Merchant

**Date of birth:** 13th July 1981

**Address:** 6, A P Trust Building, 53, L J Road, Mahim, Mumbai - 400016

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## Personal Profile

Senior Operations, Product Planning & Development and Contracting specialist with over 17 years of experience in Leisure Travel - Outbound Holidays space. Managed teams and handled multiple profiles with passion & enthusiasm, including Branch Coordination, Airline Operations, Strategy & Analytics of data & numbers, Invoicing and System Development.

## Achievements

- Received 'Roll of Honour' - Distinguished Performance Rating in Thomas Cook India Ltd in 2015-16.
- Received Service Excellence Award Trophy for 'Best Operations Staff' in Thomas Cook India Ltd in 2017-18.

## Qualification

<b>Apr 2001 - Mar 2002</b>	Bachelor of Commerce	[M M K College of Commerce & Economics]
<b>Grade achieved:</b>	<b>First Class</b>	
<b>Apr 2002 - Sep 2002</b>	IATA Foundation Course Diploma	[Trade Wings Institute of Management - Mumbai]
<b>Grade achieved:</b>	<b>Distinction</b>	
<b>Sep 2002 - Oct 2002</b>	Sabre GDS Certification	[Trade Wings Institute of Management - Mumbai]
<b>Grade achieved:</b>	<b>Distinction</b>	
<b>Feb 2003 - Mar 2003</b>	Galileo GDS Basic	[Acquired on the Job at 'Galileo Training Centre' - Mumbai]
<b>Grade achieved:</b>	<b>Distinction</b>	
<b>Feb 2006 - Mar 2006</b>	Amadeus GDS Ticketing	[Acquired on the Job at 'Amadeus Training Centre' - Mumbai]
<b>Grade achieved:</b>	<b>Distinction</b>	

## Work Experience

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**Jan 2018 - Jun 2020                      General Manager - Leisiure Travel (Outbound)**  
**Thomas Cook India Ltd**

Team Manager - GIT Holidays Operations, Product Development and Contracting (Managed Pan-India Branch Coordination Team, strategised / brainstormed with Core Team – the Product Launch of Tours / International sporting events, oversaw Costing mastering & ensured correct File Margings on system, liased with Suppliers and various International Tourism Boards for PLBs, Brochure support, worked very closely with Tour Managers Team, explored Tours for new destinations, etc. for the organisation)

**Feb 2011 - Dec 2017                      Senior Manager - Leisiure Travel (Outbound)**  
**Thomas Cook India Ltd**

Team Manager - GIT Holidays Operations (Managed Team Operations for tour packages, worked very closely with System Dedevlopment Team - actively involved in system development activities and automation of many functions & reports, updated Costing mastering & worked on File Margings on system, analysed & prepared MIS dashboards, liased with WebTeam for uploading packages on Social Media, represented & received awards for the organisation at various international Meetings/events)

**Feb 2010 - Jan 2011                      Manager - Leisiure Travel (Outbound)**  
**Thomas Cook India Ltd**

Team Leader - GIT Airline Operations (Managed Team for Ticket Issuances, Refunds, Invoicing & Credit Notes. Liased / coordinated with BSP & various international airlines for Company Incentives / PLBs. Spearheaded new Air Tickets related MIS / auto reporting system, thereby reducing manual work in the organisation)

**Feb 2007 - Jan 2010                      Assistant Manager - Leisiure Travel (Outbound)**  
**Thomas Cook India Ltd**

Team Member - GIT Airline Operations (Executed Ticket Issuances, Refunds, Invoicing & Credit Notes. Actively coordinated with Sales, Finance & other teams, liased with a big Film Production House for Air Ticket issuance of their Film Group to Switzerland in 2008, succesfully oversaw the Air Ticket Desk at a big Corporate Group Wedding Function in Jaipur in 2009)

**Dec 2002 - Jan 2007 Customer Relationship Executive - Leisiure Travel (Outbound)**  
**Thomas Cook India Ltd**

Team Member - GIT Holidays Operations (Executed Product Development, Contracting & Operations for tour packages. Was also a part of execution team of Pan-India Branch Coordination)

## Skills

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**Technical:** MS Office, GDS - Amadeus, Galileo, Sabre

**Interpersonal:** Good communication skills, Managing teams

## Hobbies & Interests

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Reading, Watching Documentaries on Nature & History.

Interested in World events - Sports, Cultural, Adventure & alike.

## References

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**Mr. Samir Kachwala**

Associate Vice President - Thomas Cook India Ltd

Mobile: 9820182852

**Mr. Yuvaraj Patel**

General Manager - Thomas Cook India Ltd

Mobile: 9372700097 / 9892101119