

- Started from scratch and organized 25 Package Tours along with escort the tourists with profit of more than Rs.1,20,000 during my tenure as an Eco-Tourism Consultant under West Bengal Forest Development Corporation Ltd.
- Represented the organization by participating various trade fairs like SATTE, GTE etc.

ORGANISATIONAL SCAN

PCW INDIANS (PCW TRAVEL SOLUTIONS INDIA PVT. LTD.)

SENIOR MANAGER SEPT'16 - TILL DATE

THOMAS COOK INDIA LTD. (TRAVEL CORPORATION INDIA LTD.)

MANAGER DEC'10 - SEPT'16

SHANGHAI TOURS PVT. LTD.

SA, TOUR EXECUTIVE JAN'07 - DEC'10

CEYSDY WORLD TRAVEL PVT. LTD.

EXECUTIVE PLANNING AND OPERATIONS SEP'06 - JAN'07

WEST BENGAL FOREST DEVELOPMENT CORPORATION LIMITED

ECO TOURISM CONSULTANT FEB'03 - AUG'06

FUNCTIONAL ACCOUNTABILITIES HANDLED

- Implemented and maintained operational excellence which drove client satisfaction, revenue growth and client retention.
- Executed Hotel, Transport & flight ticket bookings for inbound queries for leisure market, special interest groups and full-fledged tour files independently, from Itinerary execution to travellers orientation
- Identified various needs of Customers and fulfilling it with suitable services, handled customers post booking and arranged visas in co-ordination with visa team
- Diligently monitored movement of the tour under operation and responded quickly and proactively to all client requests
- Mentored Team members on product development, operations, managing informational database.
- Handled marketing & business development pertaining to direct customers, Corporate, Govt. of WBFDCL Ltd.
- Seamlessly travelled and undertook extensive touring and selling duties

AWARDS AND ACCOLADES

- Awarded University Gold with certificate from the then Governor of West Bengal.
- Got considerable media coverage (Telegraph Newspaper, Outlook Traveller Magazine) during my tenure as an Eco-Tourism Consultant under WBFDCL Ltd.
- Got PRIDE Excellence Quarterly Awards, 2015 for customer satisfaction during my tenure in Thomas Cook.

PROFESSIONAL & ACADEMIC CREDENTIALS

MBA (Tourism) – Gold Medalist	University of Burdwan, West Bengal	2002
B.Sc. (Hons)	University of Burdwan, West Bengal	1999

PERSONAL CREDENTIALS

LANGUAGES KNOWN	:	English, Hindi, & Bengali
DATE OF BIRTH	:	25 th October 1977
ADDRESS	:	B2-C-15/5, 1st Floor, Street No. - 8, Near Guruhara Road, Palam Exclave, New Delhi - 110045
REFERENCES	:	Available on Request