

Ashish Rathi

Email – ashishrth@aol.com

Phone - +91 9810 363 475

Professional Summary

- Seasoned travel and tourism professional with more than 8 years' experience assisting customers fulfill their domestic and international travel needs. Extensive knowledge of many of the top travel destinations and proficiency in the latest travel coordination and booking software. Dedicated to helping clients reach their dreams of traveling the world.

Skills

- Excellent customer service skills that ensure client satisfaction in vacation packages and travel itinerary.
- Strong problem-solving skills that allow me to handle even the most stressful of situations, such as stranded clients, canceled flights, overbooked hotels, and other travel emergencies.
- Motivational interviewing skills to assist in truly listening to clients and recognizing what they want to create customized travel experiences that meet their expectations.
- Extensive knowledge and education of the top tourist destinations around the world, including the best hotels, and attractions.

Areas of Exposure

- Itinerary Planning
- Tour Costing
- Handling Clients
- Interact with guests to troubleshoot on complaints & ensure satisfaction by achieving service norms
- Supervising the team

Certification

- Google Digital Unlocked Fundamentals of Digital Marketing - Google
- Google Analytics for beginners - Google
- Product Management First Steps - LinkedIn

Educational Qualification

- Bachelors in Arts (Programme) from Delhi University (SOL)

Abilities

- Self Starter with a can do attitude
- Extremely productive in a high volume, high stress environment
- Excellent interpersonal relation within in the team & the customer

- Quick adaptability to new system

Work Experience

Currently working with Bamba Travel (10th July 2014 – till date)

- Assistant Manager – Operations, Bamba Travel (www.bambatravel.com) (10th July 2017 – till date)

Key Responsibilities:

- Providing the training to the new employee about the work.
- Checking on the quality of work an employee does.
- Making sure all tasks given to staff are done on time and to the required standard.
- Resolving any salary or overtime disputes.
- Participating in all relevant training as required
- Providing daily feedback on performance to junior members of staff.
- Organising and conducting team meetings.
- Ensuring team members are prioritizing their work duties appropriately.
- Controlling team budgets and expenses.

- Operations Executive, Bamba Travel (10th July 2014 – 10th July 2017)

Key Responsibilities:

- Dealing directly with Clients and Suppliers via email, Skype, Gmail Chat.
- Making Itineraries, Costing, Issuing Voucher Negotiation with suppliers.
- Making sure all travel arrangements run according to plan and service are satisfactory.
- Hotel bookings.
- Resolve the problems of the ongoing client during the trip and make sure that they go fully satisfied.
- Responding to questions and offering help with any kind of problem that arise during the tour. All the reservation work.

Past Working Experience -

- Reservation Executive, AVIS Mercury Car Rental (Oberoi Group) (15th Mar 2012 – 08th July 2014)

Key Responsibilities:

- Providing self drive & chauffeur drive cars to the guests or customers.
- Receiving the required formal information from the customers and making a reservation into CARPRO system and sending the confirmation through email.
- Working on CRM (customer resource management) system & CARPRO reservation software.

- Handled top corporate clients for the car reservations (Implant): **Deloitte, Abbott India, Star India, Barclays, American Express**

- Front Desk Coordinator, STARWOOD HOTELS & RESORTS New Delhi (Dec. 2010 to Mar. 2012)

Key Responsibilities:

- Greeting Visitors
- Scheduling meetings and appointments
- Maintaining paper and electronic records
- Answering the phone
- Posting outgoing mails
- Sorting and distributing incoming mail
- Arranging Travel

Technical Skill

- Working knowledge of computer: Windows, MS-Office, Internet, Email. (Outlook express, Microsoft outlook, Gmail)

Languages Known

- Hindi & English

Personal Dossier

Father's Name: Mr. Ranbir Singh Rathi
Date of Birth: 22-07-1991
Marital Status: Unmarried
Gender: Male
Nationality: Indian
Hobbies: Playing Chess, reading travel blog
Travel Experience: Nepal, Vietnam, Cambodia, Thailand, Singapore & Malaysia
Passport no.: R1825371
Mailing Address: Block no. 22 & House no. 475 Trilok Puri, Delhi - 110091

Declaration

I hereby declare that information furnished above is true in this best of knowledge. In case you select me I assure you that I will do my work very sincerely.

Date:

Place: