

Daljeet Singh Bansal

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CAREER OBJECTIVE:

To work at a managerial level in a reputed Destination Management Company to exhibit my talent with an urge of dedication towards job responsibilities and utilizes my skills for enhancing the organization progress.

EDUCATION QUALIFICATION:

- ⇒ Secondary School Examination passed from C.B.S.E. Board in 2003
- ⇒ Higher Secondary School Examination passed from C.B.S.E. Board in 2005.
- ⇒ Diploma in Travel Tourism & Airport Handling from YMCA 2009.
- ⇒ Certificate course in CRS (Amadeus) from Bird Academy 2009
- ⇒ Diploma in IATA/UFTAA Foundation level course from Bird Academy 2009.
- ⇒ Certificate course (till 2nd level) in Russian language from Russian Cultural Centre 2012.
- ⇒ Bachelor of Business Administration – Degree from Manav Bharti University in 2013.
- ⇒ MBA Tourism and Hospitality Management Kalinga University in 2016.

WORK EXPERIENCE:

Asst. Team Leader

Indian Holiday Pvt. Ltd. - New Delhi, INDIA

May 2014 – Present

Responsibility:

- Preparing customized itineraries for individual travelers, corporate groups and foreign tour operators
- Conducts research according to the necessity of the program and make final version as per client's desires.
- Counseled with travel staff on all aspects of travel planning and share recommendations to improve customer satisfaction.
- To be responsible for promoting and marketing the services offered by the company to ensure that annual sales targets are met.
- Making reservation for client's air ticket, train ticket, accommodation and transport services as per the routing.
- Handling the queries from staff members regarding their travel files as well as handle refund, lost ticket and payment issues.
- Negotiates with hotels and other travel components to retrieve better rates and handle complete operations of the business including business development and revenue management.
- To design and undertake strategic marketing campaigns to best promote the company offers.
- Keep track on customers while they are on tour and provides assistance when need arises.
- Do all necessary preparations for smooth travel operation, even for anticipating that can happen during tour.
- Making alternative arrangements for customers, whom trips were interrupted by unforeseen situations.
- To provide feedback on the company service provision and continually improve the travel experience.
- To take responsibility for the supervision and assessment of travel staff placement in the company.
- Supervise and train travel team, monitoring and assisting them.
- Visiting different Hotels and Resorts to ascertain accommodation quality and suitability.
- Utilizing computer database to retrieve information about hotel rates and their ratings.

Tour Executive

Travelite (India) -New Delhi, INDIA

Nov 2011 - March 2014

Responsibility:

- Preparing customized itineraries for individual travelers, corporate groups and foreign tour operators.
 - Conducts research according to the necessity of the program and make final version as per client's desires.
 - Counseled with travel staff on all aspects of travel planning and share recommendations to improve customer satisfaction.
 - To be responsible for promoting and marketing the services offered by the company to ensure that annual sales targets are met.
 - Negotiates with hotels and other travel components to retrieve better rates and handle complete operations of the business including business development and revenue management.
 - Keep track on customers while they are on tour and provides assistance when need arises.
 - Do all necessary preparations for smooth travel operation, even for anticipating that can happen during tour.
 - Making alternative arrangements for customers, whom trips were interrupted by unforeseen situations.
 - To provide feedback on the company service provision and continually improve the travel experience.
 - To take responsibility for the supervision and assessment of travel staff placement in the company.
 - Supervise and train travel team, monitoring and assisting them.
 - Handling the queries from staff members regarding their travel files as well as handle refund, lost ticket and payment issues.
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Tour Operator

Era Tours & Travels Pvt. Ltd. -New Delhi, INDIA

Oct 2010 - Oct 2011

Responsibility:

- Working with China and Japan for inbound business (MICE Groups).
 - To be responsible for promoting and marketing the services offered by the company to ensure that annual sales targets are met.
 - Conducts research according to the requirements of the travel agencies and make final program.
 - Work out itineraries as per tour section requirements and issue tickets, make hotels & transport reservations.
 - Negotiate rates with hoteliers and suppliers for better costing.
 - Making arrangements for transport, accommodation, tours and activities.
 - Keeps track of the customers while on travel and provides assistance as the need arises.
 - Making alternative arrangements for customers who have had their trips interrupted by unforeseen issues.
 - Ensures that the travel goes smoothly by making all necessary preparations and anticipating all that can happen.
 - Making new products with excel costing according to travel trend.
 - Using the computer database to research information about hotel accommodation rates and hotel ratings.
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Tour Associate

Indbaaz Travels Pvt. Ltd. -New Delhi, INDIA

June 2009 - Sep 2010

Responsibility:

- Working with direct clients (Inbound/Domestic Packages).
- Assist client's individuals or groups planning, organizing and booking travel arrangements.
- Conducts research according to the requirements of the clients and make final program.
- Work out itineraries as per tour section requirements and issue tickets, make hotels & transport reservations.

- Negotiate rates with hoteliers and suppliers for better costing.
- Making arrangements for transport, accommodation, tours and activities.
- Keeps track of the customers while on travel and provides assistance as the need arises.
- Making alternative arrangements for customers who have had their trips interrupted by unforeseen issues.
- Using the computer database to research information about hotel accommodation rates and hotel ratings.

SUMMARY OF SKILLS:

- ⇒ Extensive knowledge of travel service and industry.
- ⇒ Strong focus on customer service and customer satisfaction
- ⇒ Ability to build and maintain effective working relationship with clients
- ⇒ Excellent team player with good leadership skills
- ⇒ Ability to manage travel plans and organize tasks effectively.
- ⇒ Proficiency in Microsoft Word, Excel and Power point.
- ⇒ Enthusiastic, eager to learn. Always has a positive attitude.

PERSONAL PROFILE:

Date of Birth : 29 September, 1987
Marital Status : Married
Language : English, Punjabi & Hindi

DECLARATION:

I hereby declare that the facts mentioned above are true and sincere to the best of my knowledge and belief.

Date: 17/04/2019

Place: **New Delhi (INDIA)**

(Daljeet Singh Bansal)