**Vijay Gupta** (Project & sales management, vendor management, operational management, product development and client communication.)

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**Personal Summary**

Being in travel industry for 18 years, I have requisite expertise in providing end to end travel solutions to customer requirements pertaining to all segments of travel business (**B2B/B2C**) for multiple nationalities. It has given me larger perspective to get excellence in terms of operational travel management, vendor management, product development, sales management & account management in unstructured environment. Proficient in prioritizing and completing tasks in a timely manner, yet flexible to multitask whenever necessary. Feel comfortable in interacting with all levels of the organization for assignment completion. Having excellent problem solving and negotiating skills for given requirement and capability to make decision independently and quickly with minimal escalations if any.

**Professional Qualification**

* Eliciting, Analyzing, and Documenting Business Requirements from client
* Huge experience in managing leisure & corporate travel, selling travel plans and assisting customers
* Expertise in working in a travel industry managing suppliers or vendors
* Knowledge of travel industry and related markets
* Knowledge of ticketing procedures and airline
* Ability to work in a fast paced environment and meet all client requirements
* Ability to train and set up a team of professionals for managing operational duties.
* Product analysis and Competition analysis to evaluate how the products are stacked for sale.
* Identifying new markets and formulating a customized product and various promotions
* Contract the best rates to create a competitive edge
* Monitoring the entire process of Product Development, operations & sales
* Training and providing back – end support to other teams
* Negotiate and maintain SLA between company and overseas suppliers.
* Proficient in working of Microsoft Office (word, excel, PPT) and email
* Familiarity in working on computerized systems such as Sabre
* Promoting positive customer relationships and serve as a problem-solver & resource to customers.
* Familiarization and escorted trips to various domestic and international destinations for ground handling, vendor management and product development.
* **Support to marketing strategy of organization for optimum utilization of resources in relation to target segments.**
* **Sales and Ground handling HNIs, groups and MICE travel to Indian and international destinations**

**Academic Qualifications:**

* MTA in Tourism, H. N. B Garhwal University, Srinagar (‘Uttarakhand), India (October 1998)
* B. Sc in Mathematics and Computer Science, Gurukul Kangri University, Haridwar (‘Uttarakhand), India (June 1995).
* HSC, Vidya Mandir College, Haridwar, India , April 1992
* SSC, Jwalapur Inter College, Haridwar, India, April 1990

**Certificates Received:**

* Sabre Advanced Reservation & Ticketing training
* Dale Carnage Training on Smart Manager
* Industrial training at Aero jet Travel services for airline ticketing
* River Rafting course from National Adventure Foundation

**Employment Experience:**

**Founder**

**Pathik The Traveller (Delhi NCR/Jaipur) July 2013 - Current**

Managing Sales, Operations and Product development in customized leisure and business travel segments for individual, corporate and group travelers for India & International destinations

**Senior Manager – Sales, Product Development and Operations**

**Kingfisher Airlines - Holidays (Delhi) February 2008 –June 2013**

Worked as senior Manager in the capacity of Group sales, product development and operations in leading airlines and Tourism Company, my role is to identify & manage business segments (outbound/inbound/domestic) based on airline network that we need to sell & promote for better revenue generation. This involves creating new product & promotion offers, sales for specialized offerings (HNIs/Groups/MICE) and liaising with Marketing & sales team on regular basis to push these promotions & offerings to our various touch points and through various channels.

Apart from this, I constantly review and present market SWOT which gives me an over view of current hottest destinations of traveling and help me design better travel package which will suite customer’s need. This role also needs a great negotiation skill to get a great bargain from partners thereby helping to generate better revenue and leads to higher customer satisfaction and retention. I also create packages around various domestic and international events hosted by our parent company UB such as Formula 1 packages, IPL matches etc. This role has enabled me to visit various domestic and international destinations to freeze SLAs with vendors and understand the market requirements for product competitiveness.

**Skill highlights:** Sales, Product Development, ground handling and Contracting, People management, Revenue Optimization, Market analysis.

**Inbound Markets: UK and South East Asia (Buddhist circuit)**

**Outbound Markets: South East Asia, South Asia, Hong Kong/Macau and UK**

**Manager – Sales, Product Development & Operations**

**India Vacations, Delhi NCR June 2006 – Jan 2008**

My role entailed me to sell & manage various tailor made packages based on customer’s requirements for inbound online and offline travel segment. This role has enabled me to visit vendors for competitive rates and research the market requirements. Basis on past market trend, and present customer requirements, I have worked with director in introducing the competitive products for individual and group customers in luxury inbound segment for UK & Germany market. Apart from creating products, my task was to sell them as well as coordinate with operational team for better execution and satisfied customers.

**Skill highlights:** Sales, Product Development, Operations and Contracting, Market analysis. People management

**Inbound Market handled: USA, UK, Germany, Russia, Middle East etc**

**Product Development, Sales and Operations Manager**

**Real Experience Tours, Jaipur July 2003 – May 2006**

My role was to assist my director in managing Pan India tour operations & sales for individual and group B2B inbound travel for European and Scandinavian markets. This role also needed me to assist team for sales and product support. Further to the above. I was the point of contact for various escalations from sales team Pan India and provide back end support to tour managers’ on-tour.

This role requires creating training material for operation team to educate them about the special products and enable them to perform better. Being a product manager also means creating various backups and crisis management on tour.

**Skill highlights:** Product and Process Development, Revenue Optimization, People management, Sales & Operations support

**Inbound Markets handled: USA, UK, Germany, Holland, Sweden, Denmark, Norway, and Finland**

**Senior Executive – Operations & products**

**Registhan Tours Pvt Ltd, Jaipur Nov 1998 – June 2003**

My role was to assist team in operations & product management for various individual and group inbound tours. It also involved vendor management and product updating on regular basis with our B2B partners. The main task was to ensure our client’s operate on profit, and maintain relations with various hotels & ground suppliers. My role extended to creating ad hoc itineraries & quotations to be considered for individual and group tours to various destinations as required by our partners within the given budget.

**Skill highlights:** Tour Planning, Vendor Management, Ground handling, Revenue Optimization, and client management etc.

Inbound market: UK, Switzerland, France, Spain, Italy, Holland, USA, Germany, Japan

**Personal Information:**

Hobbies : Reading, Travelling, movies and sports

Languages Known : English, Hindi

Date of Birth : 01 September, 1974

Nationality : Indian

Status : Married

**Notable Highlights**

***~ Major Destinations / Events / Package Tours Planned ~***

* India - Andaman Islands, Lakshadweep Islands, Kerala, Orissa, Tamilnadu, Karnataka, Madhya Pradesh, ‘Uttarakhand, Uttar Pradesh, Himachal Pradesh, Punjab, Chandigarh, Daman & Diu, Goa, Rajasthan, North East, New Delhi, Haryana, Ladakh, Gujarat, Maharashtra, Bihar, Andhra Pradesh, Jammu & Kashmir, West Bengal, Sikkim, Assam etc
* Sri Lanka
* Singapore, Bintan & Sentosa
* Hong Kong & Macau
* Dubai & Abu Dhabi (UAE)
* Nepal
* Thailand
* Maldives
* Mauritius
* Malaysia
* Bhutan
* Indonesia
* Europe
* UK
* Events planning & contracting – Dubai Shopping Festival, Indian Premier League (IPL) & Delhi Formula GP (F1 Race)
* RCCL Cruise products – Asia

**International travel: Hong Kong, Singapore, Nepal, Dubai, Sri Lanka, Thailand**