

VIKASH KUMAR SINGH

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Professional Summary

Resourceful, enthusiastic and determined Travel consultant with extensive experience in hospitality and travel industry with consultation and guidance on destination, airline, accommodation, tours and sightseeing for both business travellers and tourists.

Professional Skills

- Ability to prioritize
- Effective decision Making
- Enthusiastic
- Proactive
- Effective oral and written communication skills
- Relationship Building
- Advanced interpersonal skills
- Learning agility
- Multi-tasking
- Analytical skills
- Internet savvy
- Flexibility

Work History

Yatra Online Private Limited, Gurugram, Haryana
Senior Travel Consultant

04/2015 – Current

- Effectively managed corporate travel account for domestic & international travel arrangements.
- Developed strong relationships with corporate clients and provided excellent customer service.
- Handled customers concerns related to E Gift vouchers usage and redeemed as per T&C, against travel booking.
- Ensured maximum of all attractions, tours, and activities inquiries are converted into bookings by quick, detailed and accurate response to inquiries.
- Established and maintained strong relationship with local tour suppliers.
- Resolved product or service problems by clarifying the customers complaint.
- Expedited correction or adjustment, following up to ensure resolution.

Yatra Online Private Limited, Gurugram, Haryana
Travel Sales Consultant

04/2015 – 04/2016

Convergys India Services Private Limited, Gurugram, Haryana
Customer Care officer

11/2013 – 04/2015

- Handled phone calls and sold cable, phone, internet or other services like premium channels.
- Consistently improved customer satisfaction through expert resolution of conflicts, issues and concerns.
- Proved multitasking skills with the ability to handle multiple mediums of communication including, phone, email, and chat while working in a fast-paced environment.
- Consistently stayed within the top 10 agents for highest grossing sales on a monthly basis

Hilton Garden Inn New Delhi/Saket, New Delhi
Food Beverage Associate

08/2012 – 07/2013

- Explained menu Items to guest and offered information about Specials.
- Kept tables clean and free of trash, cleaned dining areas in between guests.
- Took orders and delivered to kitchen staff, including any special requests.
- Monitored tables and visited at appropriate times to handle requests, deliver items and fill drinks.
- Consistently followed hotel and restaurant protocols, quality assurance standards, and all regulations.
- Managed an average of 6 tables, and covered up to 12 at once as needed due to volume or short staffing, while maintaining customer service standard.
- Anticipated guest needs and addressed all requests promptly.

Education

Bachelor of Science: Hospitality and Hotel Management 2012

Oriental School of Hotel Management, Kunnathidavaka, Kerala

- Affiliated by Ministry of Tourism, Govt of India.
- Degree awarded by Indira Gandhi national open university and National Council of hotel management and catering technology.

Higher Secondary certificate: Intermediate of Arts 2008

Tenughat inter college, Tenu, JH, India

Secondary School Certificate 2005

Rambilas High school, Bermo, JH

Accomplishment

- Consistently achieved a high level of customer satisfaction by exhibiting a positive attitude and building trust, by ensuring commitments are met and expectations are exceeded by offering additional information about the companies products in line with customer needs and priorities.
- Promoted as a senior travel consultant for outstanding performance at Yatra online Pvt Ltd. Gurugram June 2016
- Employee of the month at Yatra online Pvt Ltd. Gurgaon, November 2017
- Employee of the Month at Hilton Garden Inn/New Delhi, January 2013

Personal Dossier

- Date of Birth: 30.12.1990
- Sex: Male
- Nationality: Indian
- Marital Status: Married
- Language Proficiency: English, Hindi