

# GAGANDEEP KAUR BALI

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## ~ Higher Management Professional (Travel & Tourism Sector) ~ Travel Operations ~ Service Delivery ~ Team Management

### Profile Summary

- **Diploma in Aviation, Hospitality and Travel Management** with nearly **11 years** of experience in Travel Operations, Business Development and Product Development
- Presently associated with **R K Global Tours and Travels** as “**Branch Head – Travel**”
- **Sufficient experience in handling product development and process improvement initiatives; implementing innovative strategies for building team effectiveness by promoting a spirit of cooperation between the team members**
- Skilled in:
  - **Delivering high value-added services to corporate & individual clients** by providing them effective travel solutions and thereby **enhancing their satisfaction levels**
  - Handling client queries & providing solutions and required information to them
  - **Managing key accounts, developing travel itineraries as per client requirements**
- Bagged **appreciations from GMR and company for excellent client servicing**
- Bagged **Accor Ambassador Certificate after completing the online training program and quiz.**
- Distinction of successfully dealing with various international hotels through direct, online systems for bookings, etc.
- Effective communicator (oral and written) with strong analytical, problem solving ability and people management skills

### Core Competencies

<b>Networking</b>	<b>Negotiations</b>	<b>Excellent Follow Up Skills</b>
<b>Team Management</b>	<b>Client Servicing</b>	<b>MIS Reporting</b>
<b>Operational Reviews</b>	<b>SLA / TAT Management</b>	<b>Liaison &amp; Coordination</b>

- Monitoring overall functioning of travel operations, identifying improvement areas and implementing adequate measures to maximize customer satisfaction level
- Building strong customer relationship and maintaining excellent relations with clients to generate avenues for additional business growth
- **Geographical knowledge of European and American destinations**
- **Flair for taking steps for maintaining a favourable company image**
- Conducting competitor analysis and presentation by keeping abreast of the current market trends
- Assessing feedback, evaluating areas of improvements & providing critical feedback on improvements
- Overseeing customer centric operations and ensuring satisfaction by achieving delivery & service quality norms
- Creating & sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members

### Organizational Experience

Since Feb'18 **R K Global Tours & Travels – Branch Head**

Since Apr'11 **Aman Travels Ltd., Saket, Delhi**

#### Growth Path:

Apr'11-Jul'12: Executive

Jul'12-Mar'13: Senior Executive

Mar'13- July'13: Asst. Manager

July'13 – Jan'18: Manager for the Holidays Division

**Key Result Areas:**

- Supervising a team of 6-7 members
- Handling a gamut of tasks entailing:
  - Networking with tour operators; updating travel information to clients and resolving their issues
  - Displaying promotional materials, developing Travel Products, preparing quotations and designing itineraries
  - Overseeing booking of hotel rooms, distributing travel itinerary, preparing costing, etc.
  - Processing bookings by coordinating with Operation Team; monitoring Payments and transactions
  - Administering teams and operational works & queries
  - Maintaining Leisure Query sheet for follow-up with clients
  - Maintaining Quality feedback check for team mates
- Executing system to manage corporate clients relating information involving professional facts like company name, destination & travel and personal details like family member, birthdays & anniversaries

**Highlights:**

- Skilfully designed system to capture client's feedback about services after every trip and made changes accordingly
- Successfully established the method of putting maps in itinerary of clients to streamline travel operations
- Devised strategies to increase business by developing Personalized letters, mailers, booklets, e-mailers, etc.
- Successfully completed Euro Rail Training (02 days)
- Successfully handled group queries of more than 50 people.
- Holds the merit for receiving 3 promotions in less than 2 years
- Accredited as the best Employee by giving name in FAM trip of Indigo and Hilton worldwide hotels.
- Won appreciation mails from MD.

**Dec'07-Mar'10****The Oberoi, Airport Services, IGI Airport, Delhi****Growth Path:**

Dec'07-Jul'08: Trainee Hostess  
Jul'08-Jun'09: Hostess  
Jun'09-Mar'11: Team Leader

**Key Result Areas:**

- Responsible for maintaining healthy relations with Tour Operators and International suppliers of Hotel Industry
- Looked after complete administrative operations like invoicing & inventories on daily basis and maintained client register for the same

**Highlights:**

- Received appreciation from GMR for dedication towards client servicing at Indira Gandhi International Airport in 2009
- Accredited with appreciation letter for better client servicing from the company

**Education**

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2011 BA from Delhi University  
2007 Diploma in Aviation, Hospitality and Travel Management from Frankfinn Institute of Air Hostess Training, Delhi  
2006 12<sup>th</sup> from Mamta Modern Sr. Sec. School, Vikaspuri, CBSE Board with 75%  
2004 10<sup>th</sup> from Prerana Public Secondary School, Vikaspuri, CBSE Board with 80%

**Personal Details**

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Date of Birth: 20<sup>th</sup> July, 1988  
Address: 105-B, Gurunanak Vihar, Phase-2, Nilothi Extension, New Delhi-110041  
Languages Known: English, Hindi and Punjabi  
Marital Status: **Unmarried**