

GAGANDEEP KAUR BALI

Contact: 09958427760

E-Mail: gagandeep20.kaur@gmail.com

~ 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

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

- 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

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

Personal Details

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