

Arvind Singh Ranawat

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Personal Intent

To work in organization that provides me an opportunity to grow and learn, and help me to achieve my personal as well as organizational goals. Seasoned travel and tourism profession with more than 3 years' experience assisting customer fulfil their travel needs. Gifted at developing custom-built travel itineraries that exceed expectation while still fitting into clients budget. Dedicate to helping clients reach their dreams of traveling the world.

Core Competencies

- Meeting with customers to finalise all the travel details for their trip
- Contacting new potential customers and offering our services
- Excellent customer services skills that ensure client satisfaction in vacation packages and travel Itinerary.
- Strong problem solving skills of situation, such as stranded clients, cancelled flights, overbooked hotels, and other travel emergencies.
- Extensive knowledge and education of the top tourist destination around the Asia, including hotels and attraction.
- Dealing with customer queries and issues on a regular basis

Work Experience

Senior Executive

D-reising Tours & Travels Pvt Ltd, New Delhi

February 2017 – Present

- Utilize the latest sales techniques to upsell products and services to enhance clients overall experience.
- Managed 6 agents to ensure they properly handled client requests and fulfilled their duties as expected.
- Handled customer service issue, including unhappy clients, missed flight, overbooked hotels, mistake in the itinerary, and last minute problem.
- Coordinate transportation, accommodation, and itineraries for domestic and International trips. For clients based on client needs, budget & expectation.

Training

Concierge Tours & Travels, Udaipur

- 45 Days training in operation department.

Interpersonal / Personal Skills

- Patience
- Strong listening skills
- Cool under pressure
- Multi-tasking
- Quality services assurance

Hobbies and Interests

Due to my job being within the Travel and Tourism field, I have a natural urge to explore the destination, visit new cities and learn about as many cultures as I can. Truly in love with Indian culture and tradition, I have extensive knowledge of some of the destination in India, and I love to share this knowledge with family and friends by regularly going on holidays with them, fond of cooking and in free time i always get hands on with trying cooking some new dishes.

Professional Qualification

- Master Of Business Administration in Tourism & Sales Marketing from Pacific Institute of Management, Udaipur(Rajasthan).
- Bachelor of Science degree in Hotel Management from Pacific Institute of Hotel management, Udaipur (Rajasthan).

Academic Qualification:-

- 10th from RBSE, Chittorgarh (Rajasthan)
- 12th from RBSE in Arts, Chittorgarh (Rajasthan)

Personal Particulars

Date of birth	:	21 March 1994
Gender	:	Male
Civil Status	:	Unmarried
Languages	:	Spanish, English & Hindi
Citizen	:	Indian
Father Occupation	:	Businessman
Mother Occupation	:	Homemaker

Postal Address : Village – Ranawato Ki Sadri, Post – Kankrawa, Via – BhupalSagar ,District –
Chittorgarh, Rajasthan (India) 312204.

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Declaration:-

I hereby declare that all the above information is true to the best of my knowledge.

Place: Delhi

Arvind Singh Ranawat