

MOHAMMED KALEEM

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No: 56, 2nd floor, 7th Street, Umar Nagar
**Near Masjide Kauser, Govindapura,
Bangalore-45**

Looking to obtain position in Operations that enables to use of 15+ years experience managing resource allocation, strategic planning, personnel recruitment and financial analysis to support organizational growth.

PROFILE SUMMARY

A seasoned professional with over **15+ years of experience** in Travel Industry

- Operation and Hotel Contracting, Team Management, Performance Management, Key Account Management, Client Retention, Hotel Strategy Execution, Ability to assess and hire talent and develop them. Understands geography and has market intelligence.
- Handling the business development, identifying & developing new markets, handling Hotels (MICE/FIT/GIT) & client retention .
- Proficient in preparation of business plans, competitors profile & monitoring operations at regular intervals
- Distinction of exploring new markets for businesses growth and streamlining marketing operations and Hotel Contracting.
- Recruiting, mentoring & training personnel for the marketing team for ensuring optimum performance to deliver quality services in market

Key Skills and Expertise

- Extensive travel industry knowledge
- Able to provide excellent product knowledge and apply selling techniques
- Able to work instinctively with good initiative
- Willing to continue my training and development

CAREER SUMMARY

Universo Travels Pvt Ltd., Bangalore
Team Lead (Jul 2022 to Jan 2023)

Key Responsibilities

- Uploading packages in the website.
- Handling Holiday packages (Dom & Int), Flights, Train and Hotel Bookings
- Coordinating with IT team on website development
- Coordinating & Negotiating with Suppliers and vendors
- Interacting with B2b agents and Corporate clients for bookings
- Coordinating with accounts team for all smooth payments (Clients & Suppliers)

PAST EXPERIENCE

Cozmo Travel World., Bangalore
Senior Travel Consultant (Aug 2021 to July 2022)

Key Responsibilities

- Handled corporate account Xiaomi Technologies
- Handling Flight, Train, Bus and Hotel Bookings
- Handling all Group / Events of Xiaomi Technologies
- Handling Day conference of Xiaomi Technologies
- Negotiating with hotels for group quote and conferences
- Coordinating with Logistic team for all smooth operations

Itilite Technologies., Bangalore
Partner Relations Manager – Hotel Support (July 2019 to April 2020)

Key Responsibilities

- Identify key markets and the types of hotel products.
- Signing contracts which meet the client's requirements, rates, allocations, commissions in channel management contracts all within agreed targets and deadlines.
- Making sure all required contract administration is completed prior to Contracts deadlines. Avoidance/authorization of closeout requests from hotels.
- Creating the contracting plan for the market.
- Conducting market research on hotels and the potential Ensure SOPs are created for contracting
- Ensure adherences on SOPs by the team members Define SLA (Service Level Agreements) between inter departments which include Fulfillment,
- Accounts, Content and Product Development Prepare daily
- MIS

FCM Travel Solutions India Pvt Ltd., Bangalore
Assistant Manager – Hotel Support Operations (Feb 2014 to June 2019)

Key Responsibilities

- Negotiating & Contracting with hotels
- Generating Land sales (Hotels and Cars) through existing clients
- Supporting consultants on day to day basis in hotel bookings
- Coordinating with hoteliers and arranging product updates on regular basis to all consultants
- Regular Client visits
- Interacting regularly with KAM's and Team leaders to understand challenges with respective clients with regards to hotel and Cab bookings.
- Coordinating with Hotels on integrating corporate rates on GDS (Amadeus).
- Following up with hotels on Commissions.
- Conducting regular trainings to consultants.
- Maintaining good relationship with hoteliers, this helps in getting room confirmation, waivers and upgrades.
- Negotiating with hotels on behalf of corporate
- Coordinating with HSD team on Regular Basis.
- Additional responsibility taken to improve land sales for Chennai and Hyderabad Branch

Avion Network., Bangalore

Senior Coordinator Leisure Travel (Aug 2013 to Feb 2014)

- Handled corporate and walk in clients
- Group coordination
- Domestic & international hotel reservation

American Express., Bangalore

Travel Counsellor (Jun 2010 to May 2013)

- Handled corporate Deutsche Bank Hotel bookings
- Handled back office corporate Hotel bookings

Frontier Holidays., Bangalore

Senior Tour Executive (Jan 2010 to May 2010)

- Handled corporate and walk in clients
- Group coordination
- Domestic & international hotel reservation
- Domestic & international Cab bookings

HRG – Sita (Kuoni Business Travel)., Bangalore

Travel Counsellor (May 2006 to Jan 2010)

- Handled corporate and walk in clients
- Group coordination
- Domestic & international hotel reservation
- Domestic & international Cab bookings

Iyatra.com., Bangalore

Customer Support Executive (Dec 2004 to May 2006)

- Coordinating with hotels / Resorts with regards to re confirmations and Payments
- Handled online leisure queries
- Uploading packages in the website

ACADEMIC QUALIFICATION

Graduation:

- Bachelor of Commerce.

Additional Qualification:

- Successfully completed Diploma in Travel Management

Knowledge in CRS

- Extensive Knowledge in **Galileo and AMADUES CRS** systems

Computer knowledge

- Well versed in basic use of computer
- Internet savvy

PERSONAL DETAILS

- Language Known – Hindi, English, Kannada & Urdu
- Date of Birth - 15th September 1981
- Nationality - Indian
- Marital Status - Married

Declaration:

The above mentioned details are correct to the best of my knowledge and belief