

Kashish Babbar

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➤ **Academic Qualification**

Course	Institute Name
B. Com Pass	Delhi University
12th class	VCSG New Delhi
10th Class	VCSG, New Delhi

➤ **Work Experience**

Sr Executive Operations- BuyMyTrip (Remote)

Responsible for sales and handling USA/Canada customers through metasearch (Google flights & Skyscanner) for new flight bookings, exchanges, Cancellations, amendments etc.

Manager Operations - (Airbeas Holidays PVT LTD) Apr 2022

Responsible for building a team and a company revenue & driving a smooth business operation in the airline industry and making sure every customer gets the best of our services, also responsible for enrolling new business opportunities.

Team leader QRT Team (LBF) Apr 2021

Responsible for handling complaint email of Airline-based customers of all major airlines and resolved it with the solution.

Team Leader Operations (YATRA) July 2016

Have taken an internal movement from Travel Guru to Yatra Corporate as a part of hotels team for our corporate client max Life Insurance as in Implant responsible to provide best of our service in terms of competitive and hassle-free accommodation stay and tour packages.

Sr. Travel Consultant (Yatra) April 2013

I have joined Yatra.com as a travel consultant in new Process of Travel Guru hotels on 19 April'13 sales/service and promoted as Sr Travel Consultant July 15.

**HI Destinations Pvt Ltd (Holiday India). Jan 2013
Travel Associate Operations**

March'12

I have joined Holiday India before Yatra and was Responsible to handle offline internationalal clients via emails, design and offered a suitable & best package for clients, handled internationalal clients from UK, US\Canada, South Africa etc. And co-ordinated with suppliers and vendors.

**Travel Consultant
Interglobe Services (IGS)**

Feb 2012

Worked as Travel Sales Consultant under the process of MakeMyTrip Packages Sales Team.

➤ **SKILLS**

- Advanced Excel, CRM, Mid office, Sales force
- Proficiency in English Language
- Geographical knowledge, and GDS Knowledge like Amadeus
- Knowledge of US Market.
- US Based Customer handling
- Knowledge of the hotel and corporate industry.
- Knowledge of handling corporate clients and making a good business relation with them.

➤ **Positions of Responsibility**

- Preparing daily workloads for staff & coordinating the daily allocation of work.
- Motivated to achieve high standards and Daily Targets.
- Handling new clients' inquiries and acting as the face of the business.
- Working with the sales and marketing team to drive sales forward.
- Mentoring and training up junior and new staff.
- Implementing new initiatives.
- Praise team members and create a positive working environment
- Providing prompt and accurate information to customers.
- Responsible for client servicing by providing hassle-free accommodation services.
- Responsible for handling customer complaints and providing him the best resolution on time.
- Responsible for submitting daily invoicing to the internal credit control team\Client.
- Responsible for generating Daily sales reports and share with Management and internal team.
- Responsible to drive process improvement to ease the business flow.
- Responsible to solve all the client requirement called Max Life Insurance
- Responsible to arrange the services & quick check of bookings of VVIP Clients Like Board Members, Director's, CEO and other Management Team.
- Responsible to co-ordinate with hotels and Vendors for best services and rates
- Responsible to track record of delivering results with deadlines.
- Excellent communication skills, both written and verbal.
- Responsible to mentor new jonnies and provide direction to achieve team targets.
- Responsible to build rapport and trust quickly with work colleagues

➤ **Personal Dossier**

Date of Birth : 16 August 1990
Languages : English & Hindi
Marital Status : Married