

# MANMOHAN SINGH

TOUR & TRAVEL INDUSTRY

*B.A. Pass. with 10+ years of experience in Tourism Industries.*

**H NO. 389/5 Govindpuri, Kalkaji, New Delhi 110019**

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## **CARRIER OBJECTIVE**

Manager with over 10 years of progressive experience improving business processes, increasing revenue and retaining loyal customers in multiple locations. Strengths include financial administration, Team leadership. Skilled Sr.Manager with demonstrated success in coordinating team and financial activities. To be a successful Sr.Manager have a strong working knowledge of travel management processes and excellent attention to detail. Friendly and adaptable professional with remarkable leadership and program management skills. Smart professional with talents in planning, budgeting and forecasting. • Expert Or Taking Care of ( PAN INDIA )Domestic Sales Part, Includes :- South East Asia DUBAI , MALDIVES , SINGAPORE , MALAYSIA , VIETNAM , THAILAND ,BALI

### **Skills**

Sales professional

Relationship building and management

Cash handling expertise

Collections

Staff Training

Customer service awareness

Product training

Financial Advising

Goals and performance

Team Player

## **Work History**

### **Sr. MANAGER**

Customizetrip, Delhi (2015 - 2023)

- Handling of 35-40 Agents Team
- **Expert Or Taking Care of ( PAN INDIA )Domestic Sales Part, Includes :- South East Asia DUBAI , MALDIVES , SINGAPORE , MALAYSIA , VIETNAM , THAILAND ,BALI**
- Maintaining positive relationships with vendors of direct travel, such as car rentals, hotels, and airlines.
- Handling B2B Part & Negotiating preferred rates with vendors of direct travel
- Track all complaints & initiate corrective action, where required.
- Directed work of efficient administrative team maintaining accurate sales, inventory and documentation
- Make sure all employees adhere to company's policies and guidelines
- Managed order cycle to enhance business development and maintain sustainability and customer Satisfaction.
- Leadership and organizational abilities
- Consistently serviced accounts to maintain active contacts and continuously promote profitable offerings.
- Problem-solving attitude LIKE Chargeback , or Any Kind of Dispute
- Coordinate With team to sanction the cases.
- Mapping new Channel Partners with Organization.
- Set Monthly Targets
- Managing whole Operations, Sales

### **Senior Sales Representative Working in IENERIZER Call Centre Noida**

*Process Makemytrip india PVT LTD (2011 - 2015)*

- Handling the Team of 15-20 Agents
- Organizing travels from beginning to end, including tickets, accommodation & transportation
- Handling enquiries for flights, Hotels, Car hire, transfers and other ground arrangements
- Handle & resolve all customer queries & complaints.
- Increase revenue by implementing effective sales strategies in sales cycle process from prospecting leads through close.
- Achieved sales goals and service targets by cultivating and securing new customer relationships.
- Managing and processing all travel-related documentation, including payments, itineraries, medical, and legal forms.
- Assisting with any travel-related issues that may arise
- Monitored, followed-up and escalated cases to meet customer response commitments
- Generated new business and referral clients in partnership with New Customers
- Handling customers complains or refunds & Providing fantastic customer service at all times
- Excellent communication, interpersonal and Negotiable skills
- Basic understanding of Geography.

## **PERSONAL INFORMATION**

**Date of Birth** : 22-12-1986

**Father's name** : Manmohan Singh

**Nationality** : Indian

**Marital Status** : Married

**Hobbies** : Cricket & travelling

**Strengths** : Self-motivated, hardworking, quick learner, good communication and negotiation skills, team player, ready to accept new challenges, and able to take quick decisions.

**Permanent Add:** H No 389/5 Govindpuri, Kalkaji, New Delhi 110019

## **Education**

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### **Graduate: BA PASS**

*MONAD UNIVERSITY - MONAD UNIVERSITY (2015)*

**(Manmohan Singh)**

Date:

Place: