

Puru Bhardwaj

Manager Sales & Operations

EXPERIENCE

Forever Journeys Tours LLC (Dubai DMC) , Gurgaon

Designation - Sr. Sales and Operations Executive (B2B)

Department - Operations (Outbound & Inbound)

Jan 2016 - Feb 2019

Travel Triangle Private Limited , Gurgaon

Designation - Team Lead sales B2C

Department - Sales (Outbound)

Mar 2019 - Mar 2020

PCM Worldwide flights, New Delhi

Designation - Team Lead sales B2C

Department - Sales, Operation & Digital marketing (Outbound)

Aug 2022 - May 2024

Fare Fuels Holidays, Gurgaon

Designation - Manager sales & Operation

Department - Sales, Operation & Digital marketing (Outbound)

Jun 2024 - Present

Responsibilities

Team Management:

- Supervision - Supervised multiple teams of Travel Operators and coordinators, providing guidance, support and training as needed.
- Task Delegation - Always Ensured that the team operates efficiently and meets performance targets.
- Collaboration - Foster a positive and collaborative work environment, promoting teamwork, accountability and professional growth.
- Trainings - Trained multiple team members on the Product and Sales

Tour Planning and Organization:

- Collaboration with the tour operations team to conceptualize, plan, and execute outbound tours according to client preferences and budgetary

Destination Knowledge

International

Dubai
Hong Kong
Macau
Singapore
Malasiya
Maldives
Vietnam
Egypt
Turkey
South Africa
Cambodia
Bali
Thailand
Azharbijaan

Domestic

Kerala
Goa
Jammu & Kashmir
Himachal
Uttarakhand
Rajasthan

Skills

Communication
Relation building
Positive Attitude
Decision Making
Hardworking
Team work
Team Management
Itinerary design
Vendor Management
Cost Management
Destination Training
Skills Training
Maintaining Team
Productivity
Handling Customer
Complaints
Innovative ideas
Lead Generation
CRM

constraints.

- Develop detailed itineraries, selecting destinations, accommodations, transportation, and activities that align with client expectations.
- Providing Clients the detailed timing vouchers
- Coordinate with suppliers/DMC including airlines, hotels, local tour operators, and transportation services to secure bookings and negotiate favorable rates.
- Ensure compliance with all legal and regulatory requirements for international travel.

Customer Service:

- Serve as the primary point of contact for clients, addressing inquiries, providing information, and resolving issues promptly and professionally.
- Anticipate client needs and preferences, offering personalized recommendations and solutions to enhance their travel experience.
- Maintain open communication with clients throughout the tour, providing updates, addressing concerns, and soliciting feedback to ensure Satisfaction.

Post Sales:

- Hotel bookings - Best Accommodation and price negotiations
- Flight Bookings - Holding the Airline PnR from different Portals
- VISA Process - Collecting the document from the traveler and Sharing the same with the concerned team for the VISA process
- Transportation - Cab booking as per the itinerary which includes the pick up and drop for the Airport and Excursions.
- Voucher sharing - Sharing all the booking vouchers which includes Air tickets, Hotel bookings, Excursion tickets, Transportation timing vouchers, Guide, Coordinator and Emergency contact numbers
With the client.
- Payment - Collecting the booking amount from the client
And issuing the relevant tickets and vouchers

Booking Models:

- FIT - Expertise in handling travel for individuals or small groups
- Customized Packages - Expertise in fully customized packages and providing the necessary services.
- Group Bookings - Expertise in handling travel arrangement for larger groups
- MICE - Extremely well versed in taking care of Exhibitions, Events and Conferences.
- B2B - Expertise in handling B2B queries and providing them the best results.
- Fix Departure - Expertise in direct selling of non customized tour packages

AWARDS

Forever Journeys Tours

Best Sales ops

Travel Tringles

Best TT Sales agent

TT Best Performers
(Team)

PCM Worldwide Flights

Valuable Gem of PCM

PCM Highest Numbers
of booking (Team)

Address

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Jacobpura Gurgaon
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Education

10th from C.B.S.E. (2011)
12th from C.B.S.E. (2013)
B.T.M. (Bachelor
Tourism Management)
from M.D. University.
(2016)

Personal Profile

Father's Name : Mr. Vijay
Bhardwaj

Date of Birth : 01st
February, 1995

Nationality : Indian

Religion : Hindu
Marital Status : Single

