



# Edwin Ravi Rajappan

Operations & Training Leader

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## Profile

- Strategic Leader with result-oriented skills & proven Team management expertise offering an overall experience of 17+ Years in the Call Center/ BPO Industry.
- Key efficiency has been into the Travel vertical where I have contributed most in my career stint at both Operations and Training handling both B2B and B2C profiles with a mix of Frontend and Backend functions. Trained & delivered Training on Amadeus, Sabre & Apollo. (Certified in Apollo at Denver HQ)
- Ability to manage Operations and work at various departments as per the business requirements, lead and motivate team to achieve the business goals, drive projects to successful completion.
- Always looking forward to challenging roles where one can use proven methods and cutting-edge technology to successfully reduce costs, streamline process and increase productivity for the organization.
- Delivered successful projects for Process & Revenue Optimization.

## Highlights

- Operations Management B2B & B2C
- Leadership and Team building
- Regulatory compliance
- Telephony setup and IVR Design
- Travel Training Delivered
- Worked closely on Automation Projects
- Process Improvement Projects
- Amadeus, Sabre & Apollo
- Farelogix & NDC
- Six Sigma Trained for Green Belt

## Professional Experience

### 1. Shipra Travels India Private Limited

Aug'2022 till date

Designation: Associate Director (Operations)



### Job Description

1. Heading Operations for the US & Canadian business (Superfares).
2. Overseeing OPS goals and Targets by creating dashboards and closely monitoring performance numbers (e.g. Revenue, Calls, AHT & Quality).
3. Working on reducing business leakages including chargebacks, frauds and data privacy.
4. Engaging team members to improve business delivery by motivating and constant feedback mechanism.

5. Analyze data to bring more efficiency and improve overall productivity.
6. Lead way forward for team members and leaders to improve and work towards making business more productive.

## **2. Cheapflyhub Private Limited & Leviaggio Private Limited**

**Jan'2020 till Jul'2021**

**Designation: Director (Operations)**

Total Tenure: 1.7 Years



### ***Job Description***

1. Heading Operations for the US & Canadian business.
2. Liaise directly with vendors for Marketing, Merchant, GDS and Technology.
3. Worked on Development of Customer facing Website and CRM.
4. Negotiated contracts with suppliers and GDS.
5. Drive Operations and Increase business output by bring in more efficiency.
6. Collaborating with businesses to drive new revenue models.

## **3. BainXL Services India Private Limited**

**Oct'2016 till Jan'2020**

**Designation: Senior Manager (Operations)**

Total Tenure: 2.5 Years



### ***Job Description***

1. Managing Clients for B2B customers as **Account manager**. Successfully handling clients to ease the process of onboarding and drive Operations to meet the organizations targets.
2. Working on Projects for Business improvement.
3. Managing the **Chinese agents** for assisting Chinese B2B clients.
4. Worked on development of vital tools with the Technology team which included the below:
  - A. CRM creation and Ticket management system.
  - B. Website for B2C and B2B business.
  - C. Group Booking tool for Airlines.
  - D. Competitor check process for Airlines.
5. Worked on an account of **Cox and Kings** as an OPS leader for B2C OB Operations. Below mentioned are the Job responsibilities:
  - A. Hiring of FTE's (All LOB's including domestic packages & International Packages)
  - B. Completed the TTT and Handover process
  - C. Worked on Dialer integration and Dialer Training process
  - D. Driven highest Operations for few of their accounts.
  - E. Liaison with all departments to improve process efficiency.
  - F. Conducted QBR's / MBR's with Client.

6. Worked on account for **Flighthub/ Justfly** as Operations Head for B2C business. Below mentioned are the Job responsibilities:
  - A. Hiring of FTE's for Backend (Ticketing and Customer service agents)
  - B. Driving AHT and TAT for both Teams.
  - C. Conducted QBR's / MBR's with Client.

### ***Rewards and Recognition***

1. **Certified in Apollo at the Travelport office in Denver.**
2. Received an opportunity to Travel to client site for Meetings with **Air Canada (HQ)** and **FlightHub (HQ)** and also contributed to Cruise Projects handled by **Discover the world.**
3. **Worked for almost 6 months in Canada** to streamline business and also help in developing B2B & B2C process.

### **4. Fareportal India Pvt. Ltd.**

**Aug'2009 till Oct'2016**

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**Designation: Training Manager**

Total Tenure: 7 Years 2 Months



### ***Job Description***

1. Managing New Hire Training Program end to end ensuring timely delivery of Training batches also ensuring no compromises on Training effectiveness.
2. Planning New Hire Hiring numbers in consultation with Work Force Management Team.
3. Managing on Job Training to bring trainees up to speed with OPS goals and Targets by creating dashboards and closely monitoring performance numbers (e.g. Revenue, Calls, AHT, Quality and CSAT).
4. Plan and execute recurrent Trainings on process for BAU agents.
5. Working closely with technology team to fix automation bugs and process enhancement by creating scope documents for process gaps in order to streamline tools for front end agents.
6. Manage and create reports like Weekly dashboards, Attrition Trackers and Review decks to evaluate present Teams performance.
7. Working closely with Quality Team for Team calibrations and changes on Quality monitoring form.
8. Create and deliver reviews to business heads on their visits.
9. Worked closely with IT to develop CBT Training Module.
10. Worked on integration of Verint Training Modules.

### ***Rewards and Recognition***

1. Got special recognition for Best trainer in 1st Quarter 2011.
2. Won "Best trainer" in Facilitation skills: Train the Trainer Program in the year 2011.
3. Meritorious Mentor of the Quarter for 1<sup>st</sup> Quarter 2012.
4. Certified TICO education standard combined travel counselor and Supervisor/ Manager Exam in the year 2013 (certificate# T746565)

## 5. Intelenet Global Services

May'2008 – Jul'2009

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Process: Ebookers.com  
Designation: CCE (Customer Care Executive)  
Total Tenure: 1 Year 2 Months  
GDS Known: Galileo



## 6. Global Vantage Pvt. Ltd.

Jun'2006 – Jul'2007

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Process: Falcon (Aspen card collection)  
Designation: Executive  
Total Tenure: 1 Year 1 Month



## Education Qualification

1. Completed schooling from Mount St Mary's school
2. Dropped out from college in Second year of BA program from Delhi University.

## Bio

1. Fathers Name: G Rajappan
2. Date of Birth: 08Apr1987
3. Languages Known: English & Hindi
4. Hobbies: Listening to Music & Cooking

Date: \_\_\_\_\_

Place: \_\_\_\_\_

(Edwin Ravi Rajappan)