

Syed Quddus Ahmed

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Nationality: Indian **Marital Status:** Married **Languages :** English/Hindi/Urdu/Arabic

PROFESSIONAL SYNOPSIS

Articulate, results-oriented customer service professional with over **20 years'** experience in **TRAVEL & TOURISM INDUSTRY in New Delhi with leading companies** seeks position with dynamic organization that welcomes initiative and dedication and demands excellence in consistently meeting business objective and exceeding standards.

- Leader with strong organizational skills, and the ability to work effectively under pressure and stress. Identify problems/ needs and initiate effective solutions.
- **Excellent knowledge of sales/cost bidding, negotiations, tour itineraries planning & tours costing, hotels contracting and negotiation, reservations, tour operation management, supplier's relationship development and management with transport, language speaking guides, tour escorts, Yoga teachers and trainers.**
- Motivated to work efficiently without direct supervision in busy environment, handling many tasks simultaneously; able to prioritize workload and multi-task. Consistently "get the job done" and exceed expectations.
- Effective communication skills and a team player interact positively with a wide range of people, and establish relationships based on respect. **Reputation for customer service orientation and resourcefulness.** Seeking a challenging position in a reputed organization in which successful Travel & tourism industry experience, professional, specialized training, and documented history accomplishments will be of value.

PROFESSIONAL EXPERIENCE AND ACCOMPLISHMENTS

Culture Holidays (India) Pvt. Ltd. (Currently known as Travel Chacha)

September,2001 – October,2004

Tour Operation – Executive (Leisure Inbound Operation)

New Delhi - India

www.cultureholidays.com, www.travelchacha.com, www.hotelsnholidays.com, www.tajmahaltours.com,
www.rajasthantours.net.

Profile: -

- Culture holidays involved in e-business & some FTO, s specially for Inbound traffic.
- Described, arranged, and sold itinerary tour packages and promotional travel incentives offered by various travel carriers, utilizing knowledge of available travel services and promotional techniques.
- Conversed with customers to determine destination, mode of transportation, travel dates, financial considerations and accommodations required for in-bound tourist from Russia.
- Computed cost of Tours and accommodations, using computer, carrier tariff books and hotel rate books, and quoted package tour costs.
- Also, able to do tour escorting, knowledge of surface transport and Domestic & International air ticketing.
- Able to efficiently assist customers during irregular and diverse situations in a calm and effective manner.

Creative Travel Pvt Ltd.

November,2004 – December,2010

Senior Tour Executive (Leisure Inbound Operation – Far East Market)

New Delhi, India

www.creativetravel.com, www.travel2india.com

Profile: -

- Processing the GIT/FIT tour packages for our Far East market foreign agents (FTO) Hong Thai, Miramar Travel, Swire Travel, Travel Focus & Excella Travel from Hong Kong, Huayang International Business Travel, Poloair Holidays & Baron Travel from China, Air Cruise, Triple Eight, Baron Travel, Universal Travel etc. from Philippines, Hong Thai Travel Services, Chan Brothers from Singapore, Jagat Travel, Golden Rama & Panorma Tours from Indonesia. Catcity Holidays, Nathan Tour, Malaysian Harmony & Parlo Tour from Malaysia.
- Helping the subordinates and seniors.
- Escorting with groups & our overseas agents in Rajasthan, Uttar Pradesh, Mumbai, Buddhist sectors & Kashmir.
- Interacting with our Foreign Agents.
- Tour Costing, Tour Program & all operational responsibilities.
- Deals with hotelier & vendors.
- Reporting to our Manager on daily basis.
- Heading the all activities for Inbound Tour operations.
- Guiding the Trainees and looking after the smooth functioning of the respected department.
- Provided customers with brochures and publications containing travel information such as local customs, points of interest and special events occurring in various locations, and foreign country regulations, such as consular requirements and currency limitations.
- Few notable Incentive Projects successfully quoted & operated like Ms. Hong Group, Hong Kong 2010 & The Great Monk's Incentive Group from Hong Kong 2007.

Thomas Cook (India) Ltd. / Travel Corporation (India) Ltd.

December, 2010 – August, 2020

Manager (Leisure Inbound Operation – Europe Market)

www.thomascook.in, www.tci.co.in

Gurgaon, India

Profile: -

- Worked for Portugal market from January 2016 to till date as under SITA brand and handling all operation part along with corresponding with respected FTO's of Portugal.
- Lusanova Turismo, Top Atlatca, 4X4 - Viagens E Turismo, Lda, Soliférias-Operadores Turísticos, Lda, Oasis Viagens E Turismo and Escape Travel etc, for FIT's business.
- Pinto Lopes Viagens, MI Viagens E Turismo, Covatur Viagens Turismo Lda and Cotuvia Tours etc. for groups business.
- Portugal market have most of the clients travel to India for leisure business and visits the some hot destination of India most important Golden Triangle and Goa, Rajasthan, Varanasi & Khajuraho Classic sectors and Mumbai. Apart of that in South India also mail leisure destination is Tamil Nadu and Kerala (Most of the South India programs start from Chennai and out of India from Cochin/Mumbai.
- Our classic business representative Mr Nelson Cortez in Portugal along with others sub FTO
- UK leisure and GRJ market from October 2013 to December 2015 and find all enquiries from overseas Market & materialized into business and deals with Great Rail Journey, New Market, CTS, Indian Travel, TransIndus etc.
- Successfully Handled the all operation from United Kingdom travel market for GIT & FIT business etc
- Previously also handled the other European market from Germany worked with Jeton Travel, Asian Riesen, Asian Riesen 24, Airways Travel, Lernidee Tours, Ikarus, Lotus etc.
- Creating and maintaining a strong database of overseas Tour operators.
- Keeping in touch with the company's overseas representatives and evaluate their productivity.
- Design itineraries and materialized the FIT & GIT enquiries into business & executed the booking efficiently.
- Regularly interacted and informed agencies on company's Products and Special promotions
- As and when required updating the overseas representatives with the changes taking place in the country pertaining to travel, visa rules, regulations etc.
- Keeping a strong eye in the changing trends of the industry in the local and international market through media and IT.
- Closely following the competitor's activities with counter strategy.
- Co-ordination with accounts department to ensure the overseas remittances are credited in time.
- Responsible for developing and maintaining supplier relationships.
- Co-ordinating and negotiating with the supplier and concluding the contracts.
- Building and exploiting new avenues of strategic relationship & partnership with hotels for **negotiating better rates for B2B & B2C business.**
- Reporting to the management on monthly basis by submitting detailed reports.
- Creating and maintaining a strong database of overseas Tour operators.
- Successfully generated Confirmed Group & FIT Booking.
- Successfully handled the supervising Reservations & rest of the all Operations responsibilities.
- Currently working in German market/department for all sales support & operations.
- Expertise in venue and product finding, planning and organizing the meeting or conference, correspond with Incentive Houses Abroad, creative planning for Incentive Projects, Itemized quotations & team building ideas.

NOTE: - Due to the Covid-19 pandemic, I have lost my job here in 2020 (June/July) and effected my professional career as our Inbound tourism industry totally breakdown, hence I have managed my carrier self-considered in MICE/domestic industry for the further survival.

Prime Routes

January,2021 – August, 2022

Head Domestic Operation & Sales

www.primeroutes.in

Noida NCR Delhi, India

Profile: -

- Worked in Prime Routes as head in Sales & operation for whole Corporate, domestic leisure and some Inbound leisure business.
- My responsibility here costing, Itineraries, and whole operation along with negotiation with B2B & B2C business on student/school groups, corporates groups, Leisure tour program and hotels booking/hotel packages along with tour itineraries and long and short packages.

NS Tours & Travels Pvt. Ltd. NS Event Management Pvt Ltd. (NS Group of Companies)

August,2022 – Till Date

Manager – MICE Hotels & Transport Contracting

Sant Nagar-East of Kailash, Delhi, India

www.nstours.net, www.nsgroupindia.com, www.nseventmanagement.com,

Profile: -

- Currently working as Manager in Operation MICE & Hotels, Transport contracting in NS Group of Companies.
- This is the core MICE & Event Management company and my responsibility here hotels and transport contracting along with responsibilities of negotiation.
- Corporate/MICE cost bidding, tour planning, Operation management and tour planning, venues suggestion & planning.

- MICE project planning, Travel technology conceptualization combined with corporate relationship building and whole operation management.
- Always being dynamic and accepting new challenges and motivates to me always increase my knowledge & skill.
- Creating tailored made business solutions for our corporate clients internal and external and OTA/B2B revenue optimization & core part of suppliers' relationship management.
- Pan India, multiple hotels/resorts chain distribution in hotel/resort product & development.
- Pan India hotels contracting, negotiation management for corporate, social event and leisure multiple contracting and case to case basis.
- Ability to manage Pan India, multiple types of transport requirement, especially good relationship development with T1/T2 & T3 cities.
- Transport contracting with negotiation with transport supplies and good business relationship developed all T1 cities like Maan transport, Asian Travel and ex-soldier, Eco car rent etc

PROFESSTIONAL QUALIFICATIONS

- Post Graduate Diploma in Culture Heritage & Tourism (PGDCHT) from New Delhi.
- Master in Tourism Management (MTM) from New Delhi

ACADEMIC QUALIFICATIONS

- Graduation in Geography (Hons.) from New Delhi.
- Post Graduation in Geography (MA) from New Delhi.

TECHNICAL SKILLS

- Proficient in the use of: MS-Office (Word/Excel/PowerPoint) Internet & emailing

PROJECT UNDERTAKING

- Spiritual Heart of South India specialization Tourism in Kerala under the tourist destination as the Cochin, Munnar, Thekkadey and Aelleppy (PGDCHT).
- Pattern of Urban and Rural population distribution in Uttar Pradesh (MA Geography).

EXTRACURRICULAR ACTIVITIES

- Learning & development training program at Thomas Cook (I) Ltd. Gurgoan on 31st May 2013
- Soft Skills Training program on 20th June 2012. at Thomas Cook (I) Ltd. Gurgoan
- Customer Service Training program on 10th August 2011.
- Organizational development Training program on 23rd June 2011.
- Communication Skill development Training program at India Habited centre on 17th June 2010.
- Handled Pre & post tours arrangements including transport management in PEDICON 2006 - a Mega event in New Delhi by Creative Travel / Plan it.
- Handled Pre & post tours arrangements including accommodation arrangements in IOACON 2006 – BIG CONFERENCE in New Delhi by Creative Travel / Plan it.
- MISS. HONG KONG mega event from Hong Kong (Hongthai 275 pax), all ground operational handled by Creative Travel under Far East market in 2007.

PERSONAL DETAILS

Father's Name	:	Mr. Syed Marghoob Ahmed
Date of Birth	:	15 th October 1975
Passport No.	:	B5902627
License No.	:	S21397/MRT/2000
Bank Account	:	HDFC Bank, Panchsheel Park - Delhi
Hobbies	:	Travelling, Adventure & Cricket

Currently Gross Salary:

Date: -

Place: - New Delhi

(Syed Quddus Ahmed)