

Renil Raj

Address RZ-B 148A First Floor Mahavir Enclave, New

Delhi, DL, 110045

Phone 91-9873456756

E-mail renz0076@gmail.com

Multi-talented [Travel Expert](#) consistently rewarded for success in planning and operational improvements. Experience in policy development and staff management procedures positively impacting overall morale and productivity.



Skills

Strong professionalism, diplomacy, selling skills, and work habits.

Supports the company's service and relationship strategy, driving customer loyalty by delivering service excellence throughout each customer experience.

Effective listening, verbal, written, negotiation, presentation, and closing skills.

Organizational skills that result in accurate, timely, and thorough work.



Work History

Sep 2019 - **Travel Sales Manager**

Current

FLIGHTS & HOLIDAYS UK LTD {JAZZ TRAVELS}, New Delhi, DL

- Motivate the sales team to hit and exceed their targets and ensure company profitability.
- Meet regularly with team leaders to give them sales figures and plan how they approach their work.
- Meet company directors who advise on strategy and find out about any local issues and future trends.
- Oversee the recruitment, selection and retention of staff as well as payroll matters and staff training.
- Organize incentives, bonus schemes and competitions.
- Deal with disciplinary matters and customer complaints.

Jan 2012 - **Senior Travel Consultant**

Aug 2019

FLIGHTS & HOLIDAYS UK LTD {JAZZ TRAVELS}, New Delhi, DL

- Research, explore and study different travel destination options.

- Research destination and travel prices, customs, weather conditions, reviews etc.
- Research and study clients' specifications and wishes.
- Suggest suitable travel options that best suite clients' needs.
- Book tickets, reserve accommodation, organize rental transportation.
- Collect deposits and balances.
- Offer and promote different services and offerings.
- Keep learning about latest industry trends.
- Build and maintain relationships with clients.

Jan 2011

Dec 2011

Travel Consultant

CRYSTAL TRAVEL, Gurgaon, HR

- Help clients identify their ideal travel package based on their suggests and requirements.
- Regularly maintain a good relationship with our customers.
- Provide end to end service while organizing a trip from booking the tickets, reserving the hotels and creating the itinerary.
- Sell the appropriate tour package to the right customer.
- Resolve any problem that arises regarding the trip for the customer.



Education

Jun 2007 -

Jul 2009

MBA: Human Resource Management

Institute Of Business Management & Research (IBMR) - Karnataka

Jun 2004 -

Jul 2007

Bachelor of Science: Hotel Management

Bishop Appasamy College Of Arts & Science - Coimbatore, Tamil Nadu



Software

World span & Amadeus



Languages

English, Hindi, Punjabi, Malayalam and Basic French.