

Alok Kumar JHA

Sr. Executive- Operations

CONTACT

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India, Gurgaon

EDUCATION

2015 - 2019

Bachelor in Technology (Mechanical)

Institution of Engineers (India)

2009 - 2012

Diploma in Mechatronics

Nettur Technical Training Foundation
(Coimbatore)

2008 - 2009

Matriculation

Woodbine Modern School (CBSE)

PERSONAL INFO

- Date of birth: 5 January 1994
- Nationality: Indian

PROFESSIONAL SUMMARY

Experienced and results-driven Operation- Tours professional with 5+ years of experience in the travel industry. Proven track record of successfully managing and coordinating tour operations, resulting in increased customer satisfaction and revenue growth. Possess excellent communication and organizational skills, with a strong attention to detail. Demonstrated ability to work under pressure and meet tight deadlines while maintaining a high level of quality. My biggest achievements include streamlining tour itineraries, negotiating cost-effective contracts with vendors, and implementing efficient processes to enhance overall operational efficiency. I am a team player who thrives in collaborative environments, and my passion for providing exceptional customer service sets me apart from my peers.

EXPERIENCE

Sr. Executive- Operations

2022 - Now

Province Infotech Pvt Ltd (Affordable Luxury Travel), India, Gurgaon

As the Sr. Executive- Operations at Province Infotech Pvt Ltd, I am responsible for overseeing all aspects of operations for the Affordable Luxury Travel department in India. With my strong attention to detail and excellent organizational skills, I ensure that all travel arrangements were executing seamlessly and efficiently, providing a high-quality experience for our clients.

- Managing daily operations for Affordable Luxury Travel
- Ensuring timely and accurate travel arrangements
- Maintaining strong relationships with vendors and partners
- Implementing cost-saving measures for the department
- Training and mentoring junior team members
- Conducting performance reviews and providing feedback
- Resolving customer complaints and issues promptly
- Updating rates & inventory as per searches & upcoming queries, rate negotiations
- Market analysis with competitors
- Working with the sales team to create better methods to address customer complaints
- Working on online and offline booking and hotel contracting that we receive from our distribution team as well as from our overseas partners
- Majorly dealing in destinations like Dubai, Maldives, Thailand, Indonesia and Sri Lanka.

Tour Executive

2022 - 2022

Onkar Infotech Pvt. Ltd (Southall Travels), India, Gurgaon

As a Tour Executive at Onkar Infotech Pvt. Ltd (Southall Travels) in India from February 2022 to November 2022, I was responsible for creating and managing travel itineraries for clients, ensuring smooth and enjoyable trips. I also handled bookings, and reservations for various tours and provided exceptional customer service throughout their journey.

- Developed customized travel packages for clients
- Managed bookings and reservations for tours
- Ensured smooth execution of travel itineraries
- Provided excellent customer service during trips
- Coordinated with vendors and suppliers for tour logistics
- Preparing quotations for the customers
- Creating hotel voucher post reconfirmation of all the booking details with the vendors and suppliers

Travel Consultant

2018 - 2021

Onkar Infotech Pvt. Ltd (Southall Travels), India, Gurgaon

As a Travel Consultant at Onkar Infotech Pvt. Ltd (Southall Travels), I was responsible for creating E-tickets for the travel itineraries sold by the sales team and providing exceptional customer service to clients. I utilized my extensive knowledge of travel destinations, accommodations, and activities to fulfill the unique needs and preferences of each client. My role also involved coordinating sales person and the ticketing team to ensure smooth and seamless travel experiences for our clients.

Executive

2015 - 2016

Onkar Infotech Pvt. Ltd (Southall Travels), India, Gurgaon

As an Executive at Onkar Infotech Pvt. Ltd (Southall Travels), I played a crucial role in the company's growth and success from 2015-02 to 2016-02. I was responsible for overseeing operations and quality checks for each invoices

- Managed daily operations and improved efficiency
- Developed and implemented marketing strategies
- Profit Loss analysis for each docket
- Invoice generation post-QC and Profit Loss analysis

★ SKILLS

Teamwork	★ ★ ★ ★ ★
Problem-solving	★ ★ ★ ★ ★
Creativity	★ ★ ★ ★ ★
Openness	★ ★ ★ ★ ★

