

Devanuj Goel

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Destination Management Consultant - North India

Business Acquisition • Relationship Management • Account Management • Quality Assurance • Travel Planning • Supplier Management • Negotiation • Logistics Management • Transportation • Billing & Accounting • Trade Fairs • Online Reputation Management • Customer Experience Management • Hotel Management

CAREER HIGHLIGHTS

- Offering 20 years of experience as a destination management consultant, dealing with individuals as well as corporate clients from across India and specialising in Eco, Heritage, Adventure & Leisure tourism
 - Expertise in creating customised travel itineraries covering Himachal Pradesh, Jammu, Kashmir, Leh, Ladakh, Chandigarh and Punjab in line with client specific preferences
 - Demonstrated excellence in creating a WOW! customer experience by identifying service gaps & business opportunities through consistent & effective engagement over multiple channels
 - Excellent written, verbal, and visual communication skills with ability to work with many different disciplines at all levels demonstrating the stakeholder management skills with building and leveraging relationships
 - Extensive experience in running successful operations with experience of developing service standards, meeting service levels for business excellence, business objective setting & achievement orientation
 - Skilled in strengthening collaboration between various teams as well as aid robust planning, directly impacting the operational efficiency & productivity
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PROFESSIONAL EXPERIENCE

MAYNE MEDIA PUBLICATIONS, AUSTRALIA (Remote)

May 2018 – Dec 2020

ORM Consultant

- Managed content curation as well as online reputation management for 7 magazine websites as well as social media channels including Facebook and Instagram
- Prepared and scheduled regular posts for the magazine websites and FB pages while attending to the responses, feedback and comments from the users/ followers

ELITE TOURS, MANALI

since 2003

Entrepreneur

- Spearheaded sales & business operations with a 12-15 member team based out of 2 business locations in Shimla and Manali
- Monitored daily operations to ensure high level of customer engagement leading to strong brand recall and repeat business
- Worked towards creating a memorable travel experience for the customer with absolute focus on personal preferences/ comfort while creating tailor-made itineraries
- Developed new routes and itineraries covering Himachal Pradesh, Leh, Ladakh, Spiti, Jammu and Kashmir in north India with focus on adventure enthusiasts including mountaineering, trekking, paragliding, white water rafting, motor biking, cycling, cultural/ heritage tours etc.
- Improved NPS by introducing regular interventions at all customer touch points including 100% customer interactions

- Developed suppliers across the region for transportation, accommodation, local services, tours, adventure sports; defined contract terms while managed entry/ exit, negotiation, contracting, R&P and billing
- Developed and implemented system for strict quality control

HOTEL MANAGEMENT EXPERIENCE

5 years

Lessee

Hotel Surya International, Manali - 30 rooms - 3 years

Hotel Preet, Rangari, Manali - 100 rooms - 2 years

EDUCATION

Master of Journalism and Mass Communication YEAR from Himachal Pradesh University, Shimla

Bachelor of Journalism and Mass Communication YEAR from Himachal Pradesh University, Shimla

References: Available on request