

# Curriculum Vitae

Shashikant Singh

Nirala Estate GH-04 Tech Zone IV  
Noida Phase -2 Patwari Greater Noida  
UP 201306

E-mail: [shashi.yatra@gmail.com](mailto:shashi.yatra@gmail.com)

Mobile: 91+8826712169

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## CAREER OBJECTIVE: -

Ø Seeking a challenging position to utilize my skills and abilities in area of marketing, Operation and Business development which offers a professional growth while being resourceful, Innovative and flexible.

## OVERVIEW: -

- Ø Building consumer preferences and drive volume, identifying and developing new streams for revenue growth and maintain relationship with channel partners to achieve referral business.
- Ø An effective communicator with excellent relationship buildings and interpersonal skills, strong analytical problem solving and organizational abilities. Possess a flexible and detail-oriented attitude.

## PROFESSIONAL EXPERIENCE:-

### Designation: Senior Executive

- Ø **Company: Yatra Online Pvt. Ltd (YCHS)**
- Ø Duration: 19<sup>th</sup> December 2011 to 3<sup>rd</sup> July 2020
- Ø Product: Sales & Operation (**Implant** – NIIT, HCL, Green Ply, Flipkart, Max Life, Bosch, B2B Sales, Operation)

### Ø Job Responsibilities:

- Quote and sell travel hotels/packages.
- Make changes to travel bookings.
- Providing a high level of customer service and handling administrative duties.
- Interact with customer from India and abroad over phone and email.
- Prepare itinerary and costing.
- Product Development.
- Cold calling; making multiple outbound calls to potential hotel partners to get them onboard for Yatra travel platform.
- Reporting to the lead manager.

### Designation: Assistant Team Lead

- Ø **Company: Travel Rista (Rista Tour & Travel Pvt Ltd)**
- Ø Duration: 25<sup>th</sup> September 2010 to 12<sup>th</sup> December 2011.
- Ø Product: Sales & Operation, Business Development (INBOUND, DOMESTIC, B2C )

### Ø Job Responsibilities:

- Quote and sell travel airfares/hotels /Trains product packages.
- Make changes to travel bookings.

- Providing a high level of customer service and handling administrative duties.
- Interact with customer from India and abroad over phone and email.
- Prepare itinerary and costing.
- Ability to identify potential hotels as per region allotted and customer requirement.
- Capable to do in depth research of hotels their rates.
- Maintaining and building good relationship with hotel sales team for getting good rates on flights and hotels.
- Contracting for the best rate from the hotels and updating the hotel contracting data on travel software.
- Cold calling; making multiple outbound calls to potential hotel partners to get them onboard for our travel platform.
- Reporting to the lead manager.

Ø **Designation: Customer Care Executive**

Ø **Company : IBM DAKSH ( Process- Yatra.com)**

Ø Duration: 7<sup>th</sup> March, 2009 to: 19<sup>th</sup> September 2010

Ø Product: Domestic Hotel/ Packages

Ø **Job Responsibilities:**

- Working within a team environment handling reservation manly for India based hotels and packages.
- Dealing with customer service enquiries including customer complains.
- Liaising with hotels regarding amendments, cancellations and let booking.
- Providing a high level of customer service and handling administrative duties.
- Interact with customer from India and abroad over phone email.
- Reporting to the lead manager.

Ø **Designation: Travel Consultant**

Ø **Company: Yatra.com**

Ø Duration: 13<sup>th</sup> October, 2008 to 6<sup>th</sup> March 2009

Ø Product: Domestic Hotel/ Packages/ Flight

Ø **Job Responsibilities:**

- Quote and sell travel airfares/hotels/packages.
- Make changes to travel bookings.
- Convert calls to travel sales targets
- Providing a high level of customer service and handling administrative duties.
- Interact with customer from India and abroad over phone and email.
- Prepare itinerary and costing.
- Reporting to the lead manager.

Ø **Designation: Tour Executive**

Ø **Company: D Paul's Tour and Travels**

Ø Duration: 7<sup>th</sup> August, 2007 to 11<sup>th</sup> October 2008.

Ø Product: Domestic Hotel/ Packages/Flight/International Packages

Ø **Job Responsibilities:**

- Managing team and achieving sales target.
- Generating business interest amongst the clients.
- Interact with customer from India and abroad over phone and email.
- Prepare itinerary and costing.
- Understand customers travel requirements and offer travel packages.
- Understand D.Paul's travel product offering and accordingly package the offer solutions.
- Reporting to the lead manager.

## ACADEMIC PROFILE

EXAMINATION	SCHOOL/BOARD/UNIVERSITY	%OF MARKS	YEAR OF PASSING
10 <sup>th</sup>	State Board	66.67 %	1998
12 <sup>th</sup>	State Board	65.66%	2000
Diploma in Aircraft Maintenance Engg.	School of Aeronautics(SOA)	76%	2004
Bachelor of Tourism	IGNOU	54%	2006
Certificate Course in French	Indian Institute of Tourism and Travel Management(IITM)	77 %	2007
Certificate Course in GDS(Amadeus)	BESTT(IATA)	84 %	2007

## COMPUTER SKILLS:-

- 1 Diploma in Computer Application
- 2 Familiar with Internet and Email.

## ABILITIES:-

To get any work done through flexible and confident approach which will be helpful for my better future career prospects and through which can be able to maximize organization profit at minimum cost through better negotiation skills.

## PERSONAL DETAILS

Date of Birth : 10/01/1982

Father's Name : Shri Ran Vijay Kumar.

Local Address : Nirala Estate GH-04 Tech Zone IV  
Noida Phase -2 Patwari Greater Noida UP 201306

Permanent Address : Indira Nagar Postal Park Patna-80001

Contact No : 91+8826712169

Nationality : Indian.

Sex : Male.

Material Status : Married

Language Known : English, Hindi .

Date:  
Place:

(SHASHI KANT SINGH)

