

# Resume

## Jyoti Khanna

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## Sales and Operations

### Career Objective

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Accomplished Travel Consultant with overall 15+ years of Rich experience seeking a challenging career opportunity in a leading organization by utilize my Congenial attitude to the maximum. I have the aspiration to excel in the field of my expertise and interest by making significant contribution towards consistent growth of the organization.

### PROFESSIONAL SKILLS AND COMPETENCIES

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- Determining clients' needs and suggesting suitable travel packages
- Organizing travels from beginning to end, including tickets, accommodation and transportation
- Supplying travellers with pertinent information and useful travel/holiday materials
- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Diagnose the clients' specifications and wishes and suggest suitable travel packages or services
- Organize travels from beginning to end, through booking tickets and accommodation, securing rental transportation etc.
- Supply travellers with pertinent information and useful travel/holiday material (guides, maps, event programs etc) • Collect deposits and balances
- Use promotional techniques and prepare promotional materials to sell itinerary tour packages
- Handle unforeseen problems and complaints and determine eligibility for money returns
- Attend conferences to maintain familiarity with tourism trends
- Create and update electronic records of clients
- Maintain relationships with key persons
- Keep financial statements and documents
- Reach the revenue and profit targets

### Professional Experience

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#### S5 Hospitality

July 2021-Oct 2022

Senior Manager – Operations

Gurgaon, India

- Organizing and arranging tours for Domestic and International customer and key clients which includes organizing travels from the beginning to end including tickets, accommodation and transport.
- Handling corporate customers and their events.
- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Handling B2C Business
- Handling Hotel Confirmation, Vouchers along with reconfirmation of rooms.
- Coordinating with clients whenever required to provide them the good end user experience.
- Supply travellers with pertinent information and useful travel/holiday material, 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
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- Build and maintain relationships with clients

**Journey Jabardast (A unit of Trisurds Holidays Private Limit)**

**May 2019 – Jun 2021**

**Assistant Manager Domestic/International Packages Sales/Operations**

Ramesh Nagar, New Delhi, India

- Organizing and arranging tours for Domestic and International customer and key clients which includes organizing travels from the beginning to end including tickets, accommodation and transport.
- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Doing B2B Business
- Handling Hotel Confirmation, Vouchers along with reconfirmation of rooms.
- Coordinating with clients whenever required to provide them the good end user experience.
- Supply travelers with pertinent information and useful travel/holiday material • 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 • Build and maintain relationships with clients

**Previous Employment History**

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**Just Click Travels**

**July 2017 – April 2019**

**Hotel Heads Operations**

Moti Nagar, New Delhi, India

- Organizing and arranging tours for Domestic customer and key clients which includes organizing travels from the beginning to end including tickets, accommodation and transport.
- Research various destinations and means of travel regarding prices, customs, weather conditions, reviews etc.
- Doing B2B Business
- Handling Hotel Confirmation, Vouchers along with reconfirmation of rooms.
- Coordinating with clients whenever required to provide them the good end user experience.
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- Research and study clients' specifications and wishes
- Suggest suitable travel options that best suite clients' needs • Build and maintain relationships with clients

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**Nov 2012 – April 2017: Assistant Manager**

**Dook Consulting Services Pvt Ltd**

- Arrange tours for Domestic Sectors.
- Handling fixed Departures.
- Expert in handling Walk-in-Clients
- Handling Hotel Confirmation, Vouchers along with Reconfirmation of Rooms. • Arrange Accommodations and cab facilities in different sectors
- Coordinating with Clients.

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**July 2008 – Nov 2012: Domestic Tour Executive**

**Spring Travels**

- Arrange tours for Domestic Sectors.
- Expert in handling Walk-in-Clients
- Handling Hotel Confirmation, Vouchers along with Reconfirmation of Rooms. • Arrange Accommodations and cab facilities in different sectors
- Coordinating with Clients.
- Coordinating with travel agents

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**Dec 2006 – July 2008: Inbound Tour Executive**

**Atithi Voyages Pvt. Ltd**

- Arrange Inbound Tour Operations, Conferences • Proficiency in File Handling.
- Updating and Maintaining Documents of Tour Operations.

- Preparing the Handovers of the Clients
- Arrangements and Reconfirmation of Hotels Room
- Handling E-mails including receiving and Replying of the Mails.
- Co-coordinating with the Inbound and Domestic Travel Agents.
- Co-coordinating with Service Provider, Hotel Reservations etc.
- Expert in Hotel Sales & Transport Handling
- Expert in Customer Handling & Customer Relationship.
- Doing payments of the Various Suppliers

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### **Professional Qualification Summary**

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- Certification in Fundamental & Basics from Guru Nanak Computers
- Diploma in Air Ticketing Both in Domestic and International Ticketing.
- Done Computer Reservation System (CRS) in Galileo, Document Production from Kuoni Academy of Travel.
- International Air Fares Ticketing from Kuoni Academy of Travel.
- Domestic Air Fares Ticketing from Kuoni Academy of Travel.

### **Academic Qualifications**

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- 10th in 2001 from CBSE Board
- 12th in 2003 from CBSE Board
- Graduate in B.COM Pass from Delhi University in 2006

### **Languages**

<u>Name</u>	<u>Proficiency</u>
English	Fluent
Hindi	Native

### **Hobbies / Interests**

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Working on Computer, Listening to Music, Traveling.

### **Additional Information**

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- Husband Name Mr. Nitin Lal
  - D.O.B. 19-March-1986
  - Nationality Indian
  - Marital Status Married
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**Date:**

**Place: New Delhi**