

Anurag Poonia.

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CAREER OBJECTIVE

Seeking job that offers opportunity for dedication to corporate service as well as personal growth & to deliver the maximum results in the work entrusted to me. I am self-motivated, hard working and widely travelled individual, offering a wealth of experience in diverse supervisory roles. Capable of pleasing the customers by delivering best service with an aim to improve relationship with the customers and thereby maximizing the business prospects. Tactful with professionals and non professionals at all levels.

I follow and believe in a win-win strategy,

Speciality : I am well travelled person with the vast knowledge of Domestic & international culture & community. I have organized, operated and escorted group tours to 13 Countries of 04 continents (Countries Travelled : England, France, Egypt, Dubai, Vietnam, Australia & New Zealand etc.)

EXPERIENCE

Vohra Mother and Child care Nursing Home :- October 2016 Till May 2017

Worked as PRO & Marketing Manager & Media prabhari to manage camps and meeting with BAMS doctors to increase the walk-in patients and OPD & reached to the rural areas.

Thomas Cook India Ltd (Branch Manager, Haldwani):- February, 2015 till September 2016

Work involve directly dealing with clients Outbound & Inbound Tour Packages sales visiting customer and arranging all sorts of travel requirements for the customer. Being a Branch Manager is responsible for all sort of day to day activity like maintaining daily sales report, daily query, making booking, documentation, Visa Processing etc. Work also involves handling of all sort of operation activities between branch and Head office operational team and communication for the smooth work.

Make My Trip India (Branch Manager, Dehradun):- September, 2013 till December 2014

Work involve directly dealing with clients Outbound & Inbound Tour Packages sales visiting customer and arranging all sorts of travel requirements for the customer. Being a Branch Manager is responsible for all sort of day to day activity like maintaining daily sales report, daily query, making booking, documentation, Visa Processing etc.

Maestro Tours & Travels (Manager, Haridwar SOTC) :- July, 2011 till September, 2013

Work involve directly dealing with clients Outbound sales visiting customer and arranging all sorts of travel requirements for the customer. Being a Manager was responsible for all sort of day to day activity like maintaining daily sales report, daily query, making booking, documentation etc.

Kuoni Travels India ((Branch Manager, Dehradun) :- October, 2010 till April,2011

Work involve directly dealing with clients Outbound sales visiting customer and arranging all sorts of travel requirements for the customer. Being a Branch In charge was responsible for all sort of day to day activity like maintaining daily sales report, daily query, making booking, documentation etc.

Marlin Travels Pvt. Ltd (New Delhi, India): - May 2002 till January 2005.

- ◆ My work involved co-ordination with Embassies, & Airlines Offices & Travel Agents to expedite facilitation of International Reservation.

Leisure Tours Pvt. Ltd (New Delhi, India) :- June 2001 till Feb' 2002

- ◆ Work involved visa processing and handling hotel bookings Worldwide.

QUALIFICATION

- ◆ **Certificate Course in World Tour Management** from Thomas Cook Center Of Learning the course was equiped with all the necessary knowledge to become a tour manager.
- ◆ Completed PGDM Tourism, Service Quality, Service Operations and Marketing from Walsall Campus, University of Wolverhampton (United Kingdom).
- ◆ B.A. Tourism Management from GuruNanakKhalsa College (YNR) KurukshetraUniversity.
- ◆ 10 + 2 from SaharanpurPublic School (I. S. C) equivalent to A-level.
- ◆ 10th from SaharanpurPublic School (I. C. S. E) equivalent to GCSE.

TRAINING

- ◆ Have trained to use Computer Reservation System (**Amadeus**) with Amadeus India Pvt. Ltd.
- ◆ Six Week Industrial Placement Training at Hotel Gaurab, Dehradun in Front Office Department, F& B and House keeping.
- ◆ Two Months Industrial Placement Training in Handling Tour Files, Ticketing and Airport Transfers with Indo Asia Tours Pvt. Ltd. New Delhi.

PERSONAL PROFILE

Father Name	Mr.OmpalSingh
Date of Birth	13 th March 1979
Marital Status	Married
Sex	Male
Nationality	Indian
Languages Known	English & Hindi