

**A Tourism Professional With Over 27 Years Experience, Seeking A Senior Management Assignment In Any Major / MNC**

**Rajesh Ghosh Dastidar**

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**BRIEF OVERVIEW**

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- Presently working as **Freelance Tour Manager**, travelling internationally for GIT groups and MICE groups, based in Mumbai, India.
  - Exhaustive exposure in handling international customers for hospitality services & create an excellent tourism management practices.
  - Winning performance in customer service functions & create world-class customer Relations management and expertise in achieving product development and contracting activities.
  - Highly proficient in understanding international customer requirements, event management, market forecasts, negotiations, business intelligence, customer evaluation, continuous improvement programs and exposed to all tourism management systems / practices
  - Excellent promotion of customer specific schemes and exposed to international standards.
  - Appreciable knowledge and expertise in sales, planning, budgeting, maintenance & business documentation.

**PROFESSIONAL EXPERIENCE**

**Work Profile:**

- Formulating and implementation of travel plans applicable for prime market / customers and escorting groups to Europe, USA & far East Asia.
- Responsible for the over-all event management avenues and to keep up with the day's itinerary of visiting sights & places of interests.
- Performing unique selling propositions for competitive business advantage. Forging teamwork relations and creating an empowered work place scenario.
- Executing best sales / marketing negotiation practices with customers for competitive advantage.
- Instrumental in product design & planning for travel related business activities.
- Creating continuous improvement programs related to tourism / business development.
- Pre sales support for customers, featuring integration of travel packages and customer service.
- Development of alternate actionable plans, explore greater market / business volumes.
- Generating new marketing initiatives and streamlining. Escalating profitable operations through focus on budgeting, cost analysis & cost optimization.
- Managing overall profitability of operations with strategic utilization & deployment of available resources to achieve organizational objectives and operating standards.
- Training of tourism service personnel - functional training - small group activities.

**PREVIOUS ASSIGNMENTS**

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**Fountainhead Corporate Journeys**

*Asst. General Manager – Products & Training, International Tour Manager Mar 2015 – Jan 2017*

**World Of Wonders Travel Pvt. Ltd.**

*General Manager – Products & Operations, Int. Tour Manager Nov 2013 – Feb 2015*

**Thomas Cook India Ltd.**

*Sr. Tour Manager – Leisure Outbound Feb 2009 – Oct 2013*

**Heena International Tours & Travels, Mumbai**

*General Manager, International Tour Manager Jan 2006 – Dec 2008*

## Rajesh Ghosh Dastidar

**M/s Taj Tours, London**  
Contracted Tour Manager

Apr 2004 – Dec 2005

**M/s Cox & Kings (I) Ltd**

Manager - Customer Support & Agency Sales, Int. Tour Manager Apr 2000 - Mar 2004

**M/s Orbit Travels, Mumbai**

Assistant Manager Sales - All India, Int. Tour Manager

Oct 1993 - Apr 2000

**M/s Singer (India) Ltd. Kolkata**

Sales Officer (Direct Sales)

Sep 1992 - Oct 1993

**M/s Eureka Forbes Ltd, Kolkata**

Sales Representative

Jan 1992 - Aug 1992

**M/s Independent Television Co. Pvt. Ltd, Kolkata**

Sales Promoter

Jul 1991 - Jan 1992

### CAREER ACHIEVEMENTS

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**M/s Cox & Kings (I) Ltd**

Manager - Customer Support & Agency Sales

- Successfully appointed as manager - sales & customer support for Mumbai branch, through excellent performance.

**M/s Orbit Travels, Mumbai**

Assistant Manager Sales - All India

- Successfully promoted from the regional manager to the asst. manager - all India sales based at the corporate office, Mumbai.

### EDUCATION

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**Calcutta University**

B. Sc

1990

### PROFESSIONAL DEVELOPMENT

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- Successfully attended self - development & professional management training arranged by Orbit and Cox & Kings every year of services.
- Efficiently attended workshops on Europe, USA, South Africa, Malaysia, Singapore, Switzerland, Australia and New Zealand tourism.

### COMPUTER KNOWLEDGE

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- Proficient with the use of Windows, MS Office.
- Skilled in use of corporate INET / corporate e-mail transaction / communication.
- Exhaustive exposure in developing presentations.

### STRENGTHS

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- Excellent communication & presentation skills.
- Proven strength in strategic sales planning, negotiation & analytical skills
- Inspiring nature and highly motivated Hospitality acumen with excellent customer relation skills
- Enthusiastic team player & ability to manage change with ease.
- Proficient in training & development

### PERSONAL DETAILS

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Date of birth : 21<sup>st</sup> Nov 1969  
Passport Details : Holding valid Passport # Z 6474080  
Valid Visas : **U.S.A. / JAPAN**

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