

Pooja Sharma

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PROFESSIONAL SUMMARY

Excellent and extensive work experience in **Tourism Industry operations**. Successfully delivered highly qualitative services, matching the best of expectations of the customers & the organization. Managed teams primarily delivering on Outbound Sales & Operations/Hotel Reservations/Holiday Packages along with handling of Corporate, Government Officials & Walk-in clientele. A successful track-record in establishing strong customer relationships, outstanding customer service and a thorough understanding of operations process with some of the well-known corporate organizations like Hind Musafir Agency Limited (Bajaj Group Company), Bespoke Tours & Travels Limited, Vacations Exotica, Best Western Inc., Toshali Resorts.

Love to travel and very much at ease in interacting with people from various profiles and background. A team leader with **exceptionally good analytical, organizational and interpersonal skills**.

PROFESSIONAL EXPERIENCE**Freelance Tour Manager – Worked with Cox & Kings India Limited, Konduskar Holidays & FCM Travels**

Duration: May 2017 till date

Hind Musafir Agency Limited (Owned by Bajaj Group Company)

Position Held – Sr. Manager – Business Development

Duration: July 2016 – April 2017

Job Responsibilities:

- Working towards establishing brand name of the company in North India
- Generating business for the company
- Handling operations till smooth execution of all the travel related work
- Handling High End Clients with all travel related work.
- Maintaining and updating the entire data base of Customers, Corporate Clientele, Suppliers, Overseas Clients and trainees.
- A team member with in-charge of FIT Operations & Outbound packages.
- Actively participating and handling operations and execution of groups travel related work.
- Preparing itineraries, costing, packages etc...
- Direct interaction with clients
- Maintaining Clients database

Bespoke Tours & Travels Limited (In-house Travel Company owned by Apollo Tyres Limited)

Position Held – Asst. Manager – Outbound Tours

Duration: August 2010 – 31st May, 2016

Job Responsibilities:

- Handling operations till smooth execution of all the travel related work for the Directors, Overseas partners, Stakeholders, Government Officials and senior management people.
- Handling High End Clients with all travel related work.
- Maintaining and updating the entire data base of Customers, Corporate Clientele, Suppliers, Overseas Clients and trainees.
- **Contracting with hotels, vendors and transport companies.**
- A team member with in-charge of FIT Operations & Outbound packages.
- Actively participated in the events - handling operations and execution of groups travel related Work and assisted in back office operations of the events organized for the dealers.
- **Escorted groups to Australia, South Africa, Thailand, Dubai, Italy, Hong Kong, Switzerland, Germany, Norway, China, Agra, Chennai, Mumbai etc...**
- Preparing itineraries, costing, packages etc...
- Direct interaction with clients
- Maintaining Clients database
- **Direct reporting to CEO.**

Vacations Exotica – A Balmer Lawrie Brand (Formerly known as Vacations Exotica)

Position Held – Asst. Manager Operations

Position Held – Counter In charge

Duration: March 2008 – August 2010

Job Responsibilities:

- Supervising counter operations, along with the team of 4 counter sales executives.
- In-charge of Operations & Sales for Outbound packages
- Preparing itineraries, costing, packages etc...
- Direct interaction with clients
- Maintaining Clients database
- **Direct reporting to Managing Partner.**

WE SELL MEMORIES

(Formerly known as Aerin Tours & Travels Pvt. Ltd., New Delhi)

Position Held – Manager – Operations

Duration: February 2007 – March 2008

Job Responsibilities:

- Led team of 6 people, with monitoring the entire operations and the reservation related daily issues of Inbound, Domestic and Outbound bookings, handling Far East (Dubai, Malaysia, Singapore, Sri Lanka, Indonesia, Myanmar, Cambodia etc...)
- Preparing itineraries, costing, packages etc...
- Maintaining the relationship of old Corporate Accounts and mining for new opportunities by creating new accounts towards the company's growth.

EXCEL NETWORK TOURS & CONFERENCE ORGANIZERS

(Formerly known as Excel Network)

Position Held – Executive Operations

Duration: January 2003 – March 2004

Job Responsibilities:

- Worked in Inbound Tours operations department, monitoring and taking care of the entire operations and the reservation related queries.
- Preparing itineraries, costing, packages etc...
- Maintaining relationship with old clients and new clients / accounts and simultaneously mining for new opportunities by creating new accounts towards the company's growth.
- **Direct reporting to the Director.**

BEST WESTERN INC (USA), NEW DELHI

Position Held – Executive Operations: August 2002 – December 2002

Job Responsibilities:

Worked with Best Western Hotels in India, New Delhi, The World's largest hotel chain having more than over 4,000 hotels across 84 countries and responsible for,

- Handled Customer relations work – pre and post sales services, preparing marketing plans and developing strategies with team members;
- Handled the entire operations related issues for the hotels in India, South Asia and Middle East;
- Prepared tailor made packages for domestic and international market and with the airlines too,
- Handled Corporate Clients and Travel Agents in entire New Delhi and other places across the country.

TOSHALI RESORTS INTERNATIONAL, NEW DELHI

Position held – Sales Coordinator; September 2000 – July 2002.

Job Responsibilities:

Worked with Toshali Resorts International, New Delhi, a sister concern of **T.K. International Ltd.**, and was responsible for,

- Co-ordination with all 14 sales offices across the country and with the sales persons, preparing marketing strategies with the help of General Manager and team members;
- Handled reservations of two resorts for the Hotel Sales Department;
- Handled major Corporate and Travel agencies to retain them;
- Developed and implemented procedures for smooth functioning of marketing and sales department with the help of General Manager – Hotel Sales.

THOMAS COOK (I) LIMITED, NEW DELHI

Industrial Training: September 1998-November 1998

Training in following areas,

- In Conference Division under the observation of Managers & Asst. Managers;
- In Inbound Division under the observation of Manager – Inbound and Sr. Executive Tours;
- In Conference Division and Inbound Tours of Thomas Cook (I) Ltd., New Delhi, for a period of two months and actively participated in 10th International Conference of Immunology'1998.

PROFESSIONAL QUALIFICATION

Master's in Tourism Management from the University of Agra, Agra (1997-1999).

EDUCATIONAL QUALIFICATIONS

Graduation: B.Sc. (Bio.) from the University of Agra, Agra in (1993-1996).

ADDITIONAL QUALIFICATIONS

One Year Diploma in Yoga Vidya from Bhartiya Vidya Bhawan, New Delhi

PERSONAL INFORMATION

Date of Birth : 25th July 1977, Jaipur – Raj.

Father's Name : Mr. H.O. Sharma

Languages Known : Hindi & English

Place: New Delhi

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