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# NILANJAN MONDAL

## Objective

To be in an organization where I can face challenges with my leadership qualities and skills, contribute to the growth of the organization & see myself as an experienced service industry professional by promoting sustainable, environmentally friendly tourism with enthusiasm and in a way that connects with as many people as possible.

## Current Status

Working as a Freelance Tour Manager for Corporate Tours, Conferences & Events.

## Work Experience

Worked as a **Branch-In-Charge [Deputy Manager – Sales]** in **SOTC TRAVEL SERVICES PVT. LTD.** in Kolkata from **13<sup>th</sup> February 2017 to 30<sup>th</sup> June 2017.**

## Key Responsibilities

- Discuss Clients' requirements and provide advice on **Worldwide Destinations, Tours, Hotel Accommodations, Flights, VISAs and Travel.**
- Evaluating **MICE** market needs, discovering potential demands and identifying **new sales channels** to meet the Sales Agenda & maintaining Close Working Relationship with both **Existing and New Customers.**
- Offering Customized Tour Packages by **Planning, Developing and Costing Travel Itineraries** to **M.I.C.E. & GIT Clients.**
- **Liase with Agents, Hotels & Accommodation Owners, Airlines** and other **Transport providers.**
- Representing the Organization in **Road shows, Exhibition, Presentations and Meetings** the **Overseas Vendors, Market Leaders and Clients.**
- **Issuing Air Tickets, Hotel Vouchers** and all other relevant **Travel Documents.**
- **Confirm Bookings** and notify clients of **Luggage, Overseas Insurance, Medical, Passport, Visa** and **Foreign Exchange Currency Requirements.**
- Processing Clients' **Visa Applications & Documentation [Thailand, Singapore, Malaysia, Dubai, Turkey & UK].**
- Organizing **Corporate Conferences, Meeting Facilities & GALA Evening Events** in both **Domestic & International Destinations.**
- **Leading the Tour Groups [Domestic & International] & Catering to all the Customer Needs.**
- Acting as a **Tour Manager** in various **International Destinations** like **Thailand, Singapore, Malaysia, Dubai, Mauritius and Turkey;** **Domestic Destinations** like **Sikkim, Odisha, Assam, Rajasthan, Uttaranchal, Andhra Pradesh, West Bengal** and many more.
- Training new staff members.

## More Work Experiences

Worked as a **Sr. Manager – MICE Operations** in **INCENTIVES & CONFERENCE PLANNERS** in Kolkata from **26<sup>th</sup> August 2016 to 25<sup>th</sup> January 2017.**

Worked as an **Asst. Manager – Tours & M.I.C.E.** in **FCM TRAVEL SOLUTIONS INDIA PVT. LTD.** in Kolkata from **20<sup>th</sup> July 2015 to 31<sup>st</sup> July 2016.**

Worked as a **Manager – Sales [M.I.C.E. & GIT]** in **JUST HOLIDAYS PVT. LTD.** in Kolkata from **23<sup>rd</sup> March 2015 to 10<sup>th</sup> July 2015.**

Worked as an **Asst. Manager – Sales [M.I.C.E.]** in **GLOBE FOREX & TRAVELS LTD.** in Kolkata from **13<sup>th</sup> June 2011** to **06<sup>th</sup> March 2015**.

Worked as a **Sales Officer – Corporate, CBU & Fleet Sales** in **TOPSEL PVT. LTD. – TOYOTA DIVISION** in Kolkata from **10<sup>th</sup> June 2009** to **5<sup>th</sup> May 2011**.

#### **Responsibilities**

- **Achieving Sales Targets** from various **Corporate & Fleet Owners** in Kolkata.
- **Responsible for Highlighting Features**, Gathering Information, Inspecting Automobiles, **Comparing and Contrasting Competitive Models** and **Demonstrates Vehicle Operations**.
- **Building rapport** with qualifying buyers; Understanding the Interests and Requirements of the buyer and Matching the Interests and Requirements to various models.
- **Developing and maintaining relationships with new as well as existing customers**, responding to Enquires, greeting to Drop-Ins, Recommending Sales Campaigns and Promotions.
- **Demonstrating automobiles by explaining Features, Advantages and Benefit; Explaining Services and Warranties; Giving Test Drives**.
- **Negotiating price & completing sales or purchase contracts; Closing Sales by Overcoming Objections; Explaining Provisions and Financing; Delivering Automobiles**.
- **Completing Reports** and providing **Sales Management Information**.
- **Organizing Corporate Events** to generate more number of Clientele Leads.

Worked as a **Sr. Exec. – Corporate Sales** in **ZENITH LEISURE HOLIDAYS PVT. LTD.** in Kolkata from **14<sup>th</sup> May 2007** to **06<sup>th</sup> June 2009**.

Worked as a **Tour Coordinator** in **CLUB 7 HOLIDAYS PVT. LTD.** in Kolkata from **15<sup>th</sup> November 2006** to **05<sup>th</sup> May 2007** [Customer Handling & FIT Sales].

#### **Achievements**

- Successfully completed **Advanced Training in GALILEO**.
- Successfully completed **Refresher Training in AMADEUS**.

Worked as an **Customer Response Associate** in **WIPRO BPO SOLUTIONS LTD.** In Kolkata from **26<sup>th</sup> September 2005** to **3<sup>rd</sup> November 2006** [Handling Customer Requirements & Complaints of U. S. Healthcare Product].

Worked as a **Client Response Executive** in **GLOBAL TELE-SYSTEMS LTD. (GTL)** at Mahape, Navi Mumbai from **2<sup>nd</sup> February 2004** to **14<sup>th</sup> July 2005**.

**INDIAN AIR FORCE** -- As an **AIRCRAFTSMAN (Under Training) for 72 Working Days**. Took **VOLUNTARY DISCHARGE** for own reasons [NOVEMBER '98-FEBRUARY '99].

#### **Higher Education**

Pursuing MBA Degree from ICAI University, Hyderabad in Distance Learning.

#### **Professional Qualification**

**P. G. DIPLOMA IN TOURISM MANAGEMENT**, from I.I.S.W.B.M. KOLKATA, under I.I.T.T.M. GWALIOR, MINISTRY OF TOURISM, GOVT. OF INDIA.

#### **Specialization**

**AIR FARES & TICKETING** [PASSENGER AIR TARIFF, IATA CITY & AIRLINES CODE, FARE CONSTRUCTION, COMPUTER RESERVATION IN INDIAN AIRLINES]

**HOSPITALITY & RESORT MANAGEMENT** [FRONT OFFICE OPERATIONS, CUSTOMER HANDLING, TOUR OPERATIONS]

<b>On-the-Job Training</b>	<b>MALANCHA TOURIST LODGE, BARRACKPORE Under W.B.T.D.C.Ltd.</b> 2 MONTHS ON-THE -JOB MANAGEMENT TRAINEE [JULY '03 -- SEPTEMBER '03].
<b>Mid-Term Projects</b>	BUSINESS MARKETING & SALES PROMOTION [MARKET SEGMENTATION, 8P'S OF MARKETING] & BUSINESS COMMUNICATION.  TOUR REPORT ON BANGALORE, MYSORE & HYDERABAD.  PROJECT ON "SIKKIM" – the land of mystic splendor.
<b>Computer Proficiency</b>	MICROSOFT OFFICE PACKAGE [WORD, EXCEL, POWERPOINT, ACCESS & OUTLOOK] & INTERNET.
<b>Languages</b>	BENGALI, HINDI, ENGLISH & FRENCH [Beginner's Course].
<b>Education</b>	GRADUATE IN ENGLISH (HONS) FROM CALCUTTA UNIVERSITY IN 2002.  HIGHER SECONDARY FROM ST. XAVIER'S COLLEGE, KOLKATA IN 1997. MADHYAMIK FROM ST. XAVIER'S COLLEGIATE SCHOOL KOLKATA IN 1995.
<b>Personal Details</b>	
<b>Date of Birth</b>	13 <sup>TH</sup> JANUARY, 1979 [13.01.'79].
<b>Interests &amp; Activities</b>	AQUARIUM HOBBYIST [ <b>TROPICAL FISH KEEPING</b> ], TRAVELLING, TREKKING, PLAYING & WATCHING -- <b>CRICKET &amp; FOOTBALL</b> , READING TRAVEL MAGAZINES & TRAVELOGUES, SURFING INTERNET.
<b>Father's Name</b>	BIJOY KUMAR MONDAL.
<b>Permanent Address</b>	36, RAMKAMAL STREET, KIDDERPORE, KOLKATA-700023.
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<b>References</b>	1) Mr. HARISH PRAMANICK [HEAD – OPERATIONS – ZENITH LEISURE HOLIDAYS LTD., KOLKATA].

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