

Deepali B. Tirodkar



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Date of Birth: 29-10-1981

Linkedin: [linkedin.com/in/deepalitirodkar](https://www.linkedin.com/in/deepalitirodkar)

- 13+ yrs. experience in Customer Service, customer Experience Management and businessdevelopment, Operations across Hospitality, Travel & Tourism, and Ecommerce, Insurance Industry.
- Worked as freelancer in digital stream with few SEO skills and Content writing, and handled social Media platforms.
- Team Handling experience over 8 +years with customer service and Business Alliance in various sectors.

SKILLS

Strong Communication | Supervision | Operations | Client Relationship Management | Team Management | Administration | Customer Handling | Work Planning

EMPLOYMENT HISTORY

Sr. Tour Manger ► Thomas Cook, Mumbai

Nov 2022 - Present

- Handled International Tours for domestic clients through traveling with the group
- The major sector handled was South East Asia e.g. Singapore/Thailand / Malaysia/ Sri Lanka.
- Need to travel with groups, handle their immigration and other language barrier difficulties, take care of them on tour help the group on the required information.
- While working as a company representative needs to be a mediator between the company and guest traveling as per company standards. Taking effective cost control measures, to take care of the people on tour traveling with us.

Deputy Manager ► HDFC ERGO, Mumbai

Nov 2021 - Oct 2022

- Portfolio Management for new and existing client of HDFC Ergo, maintain relationships with HNI customer pan India and abroad with their respective TAT given.
- Managing client expectation and transactions, and achieving our client's overall insurance products like health, Motor, travel etc.
- Maintaining team of the associates who handles the inbound queries receive via call and mail.
- Understand the query and the requirements of the clients and advised them with the correct answers.
- Carry out market research to identify new business opportunities with HDFC Ergo product's.
- Internal coordination to ensure new client on boarding and maintaining the services with the help of Operations teams.

Client Servicing Manger ► Eshika Tours and Travels, Pune

Nov 2018 - May 2020

- Carry out market research to identify new business opportunities for business.
- Mining and refining of the data with accurate information as need to get connected Top Management.
- Creating word of mouth in the market via LinkedIn and meetings on priority
- Internal coordination to ensure new client on boarding with Operations team.

Manager Business Alliance & Client Servicing ► Travelport India Pvt.Ltd., Mumbai

Oct 2016 - May 2018

- Identify and recruit new affiliates across India through various approaches including social networks.
- Re-engage inactive affiliates and deepen relationship with existing affiliates. □ Monitor affiliate activity, analyze performance, identify areas of improvement, and recommend ways to increase affiliate performance.
- Proactively monitor traffic sources to determine which affiliates should be prioritized and focused on
- Managing a team of relationship executives and tale-callers with target driven process.
- Worked on the competitor analysis and involved in updating our services and product improvement.

Head of Service Delivery & Business Development ► Logic Serve Digital pvt.ltd., Mumbai Jun 2014 - Jul 2016

- Perform market research on potential affiliate partners locally
- Identify, develop and execute an affiliate marketing network for Couponraja.in
- Plan and execute marketing programs that support and recruit new affiliates and strategic partners
- Establish channels of communication with all affiliates and develop custom marketing material as required
- Monitor affiliates, review contracts and nurture relationships in the network
- Work closely with the top performing affiliates, helping them to maximize their earnings and incentivize others to

deliver better results

- Identify new affiliates with high levels of relevant traffic, targeted mailing lists and scale.
- Analyze affiliate performance and develop key metrics and dashboards to track the efficacy of the affiliate program.
- Interface with product managers, IT and brand managers to roll out different affiliate marketing initiatives.
- Leading a team of telesales executive for the Business Alliance for the service provider pan India tie up's followed with getting the contract on a place.
- Worked on the feedback and complaints about better viewer experience on the website as well as the service provider.

Customer Service Manager. ► Matrimony.com, Mumbai **Aug 2012 - Feb 2014**

- Handled team of Relationship Managers for maintaining (Assisted and Elite) membership of Pan India.
- Trained the RM's on providing the best services as per the company standards in their membership tenure.
- Need to welcome the members with welcome mail and welcome call wherein membership and its benefits and refund policies and the rest of the policies got to explain and confirm via mail.
- Maintain membership with the members by telephonic, email, letter, and face to face meetings as well.
- Handled customer complaints, concerns, or any major incidents, such as a security issue or a customer being taken ill, cross-check with the quality check calls.
- Approving and Processing refunds or compensation to customers if needed. Keeping accurate records of discussions or correspondence with customers developing feedback or complaints procedures for customers to use.
- Maintain and retain the entire membership until it is closed with a success story.

Senior Process Associate. ► TCS, Mumbai **Jun 2010 - Jan 2011**

Tour Manager ► Kesari Tours & Travels Pvt.Ltd, Mumbai **Nov 2006 - Jun 2010**

- Handled International Tours for domestic clients through traveling with the group
- The major sector handled was South East Asia e.g. Singapore/Thailand/Malaysia/Srilanka.
- Need to travel with groups, handle their immigration and other language barrier difficulties, take care of them on tour help the group on their required information
- While working as a company representative needs to be a mediator between the company and guest traveling as per company standards. taking effective cost control measures, to take care of the people on tour traveling with us.

Guest Relation Manager ► Pritam Hotel pvt.ltd., Mumbai **Sep 2003 - Oct 2006**

EDUCATION

B.A. ► Ruia College, Mumbai University, Mumbai **2001 - 2002**

HSC ► Ruia College, Mumbai University, Mumbai **1998 - 1999**

SSC ► Maharashtra Board, Mumbai **1996 - 1997**

COURSES

PG Diploma in Hotel Management 2000 - 2002
PG Diploma in International Tour Management at Kesari Tours & Travels Pvt.Ltd 2005 - 2006
PG Diploma in Digital Marketing at Brand Saloon, Dadar Mumbai. 2017 - 2018

LANGUAGES

English | Hindi | Marathi

SOCIAL LINKS

[LinkedIn - linkedin.com/in/deepalitirodkar](https://www.linkedin.com/in/deepalitirodkar) | [Blog - https://deepandthoughts.blogspot.com](https://deepandthoughts.blogspot.com)

HOBBIES

Travel, Reading ,Cooking ,Art & craft & Music