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Devashish Singh

SUMMARY

9+ years experienced contracting and operations professional. Excellent in maintaining strong relationships with suppliers/coaches/hotels/restaurants. Skilled in curating travel itineraries of different countries. Expertise in end to end handling of corporate and MICE groups. Experience of travel to Various International Destinations like USA, Australia, Russia, Italy, Mauritius, Europe, Thailand, Dubai and many more.

PROFESSIONAL EXPERIENCE

Freelancing Tour Management

Nov '21 - Present

FCM/Adiona Travels/Ebixcash

- Responsible for handling on ground management.
- Ensuring the smooth running of tours, trips and activities on a daily basis.
- Organizing accommodation and calling ahead to ensure that everything runs smoothly when the customers arrive.
- Accompanying the MICE groups from India till they return back ensuring the customer expectations are met.
- Taking client feedback as well as providing the feedback for the scope of improvement.

Manager in MICE operations

Jul '16 – Oct '21

SOTC Travel limited

- Responsible for handling MICE engagements while delivering high quality customer - oriented assistance.
- Handling Incentive groups and exhibitions of corporates within India and rest of the world.
- Making of customized travel packages for clients.
- Contracting with different hotels and suppliers within India and around the world.
- Ensure timely renewals, provide assistance to sales team in discovering new opportunities to maximize the success.
- Travel to destinations to explore opportunities, meeting the hotel chains and suppliers for collaboration.

Senior Executive in Operations and Outbound Product Development

Aug '15 - Jun '16

TBO Holidays

- Studying the market needs and making strategies for business growth.
- Developing the B2B client base by providing them best of the products.
- Delivering the travel products as per the requirements of the clients.
- Building relationship with the suppliers within India and rest of the world.

Executive

Oct '13 - Jul '15

Make My Trip.com

- Handling a team of 20-25 holiday experts.
- Overseeing the operations of FIT and group tours.
- Helping them in Itinerary preparation and costing to maximize the sales.
- Distribution of queries to team members and maintaining the data.

Operations Executive

Dec '12 - Oct '13

TRAVEL MASTERS INDIA CORPORATION

- Handling the operations of FIT, group and MICE tours.
 - Hotel Contracting and Negotiation of rates.
 - Periodic review of rates and offers of hotels and their availability.
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EDUCATION

Post Graduation in Tourism & Leisure

Jul '11 - Jun '13

Indian Institute of Tourism and Travel Management, New Delhi

B.Sc. In hospitality & hotel administration

Jul '07 - Jun '10

Institute of Hotel management, Gwalior

KEY SKILLS

Contracting

Operations Management

Relationship Management

Team Management

Market Analysis

Negotiations

MS Excel

ACHIEVEMENTS AND CERTIFICATION

- Winner of PRIDE award in SOTC Travel Ltd.
- Winner of Rising star award in MakeMyTrip.com.
- Online certifications of various destinations