

Kashmira Pardeshi Surve

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A seasoned professional with 5+ years of experience in Travel & Tourism Industry

Seeking an opportunity in Tour Managing in International sector with an organization of repute

Competencies Overview

Areas of Expertise:

- ~ Natural Leader
- ~ Excellent Time Management
- ~ Strong Accounting Skills
- ~ Strong Communicator
- ~ Skilled Multitasking
- ~ Efficient Coordinator
- ~ Problem Solving Skills
- ~ Crisis Management
- ~ Skillful Negotiator

- ✦ Comprehensive knowledge of **Tour Management** activities and skillful at conducting Group Tours seamlessly
- ✦ Possess strong **leadership, management, communication** and **organizational** skills
- ✦ Excellent **interpersonal skills** with the ability to get on well with people of all ages and backgrounds
- ✦ Adroit in dealing with internal and external customers & vendors, implementing **service standards** for **business excellence**
- ✦ Ability to deal **calmly with emergencies** and ensure speedy resolution of grievances to **maximize guest satisfaction** levels
- ✦ Highly organized and skilled at **making guest's on tour experience delightful** with an aim of repeat bookings from them in future

Work Experience

Cox and Kings Ltd.

February 2018 – till date

The Role: Tour Manager – International

- ✦ Worked as a Group Tour Manager in International Sector
- ✦ Destinations covered in International sector – UK, Europe, Southeast Asia - Thailand, Malaysia and Singapore
- ✦ Worked as Tour manager in Mice and Student Groups

Kesari Tours Pvt. Ltd.

February 2015 – February 2018

The Role: Tour Manager - International and Domestic Sector

- ✦ Worked as a Group Tour Manager in International as well as Domestic sector
- ✦ Destinations covered in International sector – Far east- Japan, Dubai, Mauritius, Thailand, Malaysia and Singapore
- ✦ Destinations covered in Domestic sector – Kashmir, Goa and North East India
- ✦ Handle post tour activities – complaint resolution, guest relations

Vivanta by Taj President

February 2013 – July 2014

The Role: Security Coordinator

- ✦ Handle safety and security activities and ensure highest level of safety in the property
- ✦ Resolve safety oriented guest grievances

Karnik Tours & Travels

January 2012 – January 2013

The Role: Sales Executive – Leisure Travel

- ✦ Handle holiday enquiries from clients and ensure maximum holiday package bookings
- ✦ Planning itineraries
- ✦ Handle ticketing and confirming hotel booking and other land services with suppliers, vendors

Adventure 7(freelancing)

December 2010 – December 2013

The Role: Trek Leader and Adventure Activity Expert

- ✦ Conduct overnight treks and adventure tours
- ✦ Have handled School, College and Corporate groups
- ✦ Conducting adventure and team building activities on tour

Mumbai Travellers Club(freelancing)

March 2011 – December 2013

The Role: Trek Leader and Coordinator

- ✦ Worked as Trek Leader and conducted one day and overnight treks
- ✦ Have conducted treks and one day trips to various places in Maharashtra

Scholastics

Degree / Certificate	Institute	University / Education Board	Year
Bachelor of Arts	Joshi Bedekar College of Commerce and Arts.	Mumbai University	2011-2012
Higher Secondary Certificate (12 th)	Joshi Bedekar College of Commerce and Arts.	Maharashtra Board	2008-2009
Secondary School Certificate (10 th)	Bharat English high school.	Maharashtra Board	2006-2007

Additional Qualification and Activities

- ✦ Basic Mountaineering Course from Nehru Institute of Mountaineering, Uttarkashi
- ✦ Advance Photography Course from National institute of photography, Mumbai
- ✦ Security Agents Course from BSI Security Academy
- ✦ Basic Air Rifle Course from Savarkar Range, Dadar
- ✦ Successfully completed NCC 'C' Certificate with 'B' Grade
- ✦ Photoshop & Basic Knowledge of Computer
- ✦ Work as a freelancing photographer

Personal Dossier

Date of Birth: 7th September 1991
Address: 401 / 20, Anand Vihar Complex, Near Kharegaon Naka, Kharegaon Kalwa, Thane – 400 605
Marital status: Married
Languages known: English, German, Hindi and Marathi