

KHUSHBU SAINI

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TOUR MANAGER

A professional tour manager with a passion for introducing travelers to new and exciting destinations. An experienced worker who prioritizes independently, always adding value to clients' touring experience.

WORK EXPERIENCE

CRM | DECATHLON SPORTS INDIA

- Assess customer needs, evaluate customer satisfaction and optimize customer services.
- Manage CRM systems and develop metrics to measure customer service success.
- Communicate with clients directly and resolve any customer issues.
- Train customer representatives and collaborate with sales and marketing teams.
- Promote the business's products and services to improve revenue.

Tour manager | Travyyyy

- Ensure that the tour is running smoothly for individual members of the group.
- Provide feedback after a tour as part of a debrief session.
- Advise about facilities, such as sights, restaurants and shops, at each destination
organise and attend tourism events, conferences, workshops, seminars and exhibition.

SKILLS

- Effective Time Management
- Creative Problem-Solving
- Active Listening
- Efficiency Under Pressure
- Critical Thinking
- Talented Customer Services

EDUCATION

Bachelor in Travel and tourism management | MDU

- Studied Process planning, coordination, and efficiency
- Worked with various industries on launching efficient Process Systems

Diploma in Event management | IEM

- Secure First Class
- Advance diploma in Event Management

INTERESTS

- Travelling
- Volleyball
- Volunteer Work
- Football

AWARDS

- Best CRM of the Year, DECATHLON (2022)
- 2nd position in bachelor's in travel and tourism management at MDU