



Santosh Kumar Sharma

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Freelance Tour Guide/ Tour Manager

I am a highly motivated, enthusiastic and flexible tour guide with over 13 years of experience in tourism industry. I provide tourists with a unique, unforgettable experience that encourages them to fully participate with what is going on around them.

I have successfully planned and executed historical and educational tours for the tourists coming from different parts of the world. I have expertise in tours related to India's first war of Independence.

In addition, I plan and manage the tourists' bookings, itinerary creation, and provide customized packages to them with the help of customer management software.

Experience

Freelancer Tour Guide/ Tour Manager

2007 - Present

Worked with various companies and travel agencies such as **Caper Travels, Eastbound, Tamarind Tours, Vacation Expert**, and many more. Hosted tours from different countries of different age groups.

- Managed and presented city information, local culture, language and history to tour groups ranging from two to forty people from all over the world
- Collaborate with third party travel agencies located in different countries, and build a strong partnership with them to increase company's customer base
- Established good relationship with the different providers of services such as hotels, restaurant, and bus companies
- Organized and reorganized itinerary according to the date, weather, clients, and the situation of attractions
- Played an active role in the welcoming, enjoyment and safekeeping of all visitors at each location
- Organized and reorganized itinerary according to the date, weather, clients, and the situation of attractions
- Established personal relationship with clients, thus advertised new tours to them
- Provided advice to travelers, regarding restaurants and optional tours, depending on their requests

Key Skills and Competencies

I am a natural communicator and able to provide an entertaining and informative excursion to my hosts.

- Excellent relationship management skill
- Physically fit and able to lead the tours on long trips.
- Empathetic and highly sensitive to tourists' backgrounds, cultures, and differences.
- Experienced at adjusting tours spontaneously according to traffic delays or accidents and keeping tourists entertained.
- Adapting to and engage with visitors of all ages.
- Capable of learning new material rapidly to enhance the tour groups' experience.

Education

Bachelor of Tourism Studies

IGNOU, 2019

12th (Intermediate)

2001

10th

1998

Additional Information

- Fluent in English, Hindi
- Date of Birth: 23 April 1982