DINESH KUMAR

35A Janak Puri

D- Blk New Delhi-110045

E-Mail: dineshkumar02021993@gmail.com

Mobile: -9354194313, 9968939694

TRAVEL RESERVATION EXECUTIVE

**Total Experience 3.11 Years**

## Career Objective:

To reach the pinnacle of success through diligent hard work & integrating individual success with the success of the organization.

* A seasoned professional with over four years of extensive experience in Travel and administration services.
* Effective multitasking capabilities with positive attitude in taking up challenges and delivering exemplary results under conditions of pressure.
* To adopt a methodical approach for work assigned.

**Professional Experience**

**A2Z Group Ltd. (May 2017 to Till date)**

**Sr. Travel Executive**

* Handling independently globally corporate travel and Event operation around 1000 Staff All Pain India (Including M.D, V.P and mid-level employees) of A2Z Group around 30 to 40 Lacs per month business volume.
* Providing all required travel support of A2Z Group employees, regarding the various travel plans domestic and International both.
* Coordinating all travel activities for all management and executive staff.
* Develop an extremely extensive network of travel vendors that helped to keep costs down.
* Maintain comprehensive travel profiles on all executives to make it easier to make quick arrangements.
* Booking flights, Hotels, Car-rental services, Rail booking, Euro rail etc. for various trips and tours to numerous destinations for globally A2Z Group employees through directly online websites and through our travel agent.
* Tailored events according to the personal tastes and budgets of clients, managing and exceeding expectations.
* Collaborated with vendors to meet client expectations; available on-demand 24/7.
* Using GDS Amadeus and Galileo (latest version) to hold seat, check flight and seat availability and price fare.
* Booking good and budgeted hotels, both domestic and international as per employee’s requirement through online portal Hotel.com, Booking.com, Expedia etc. and also our vendor.
* Keep regular database (or maintaining lead trackers) of all the routine procedures and details of tours and travels and employees and updating the same with regular follow-ups.
* Update MIS on daily basis as per the transactions.
	+ Arrange all major countries foreign exchange as per Employees
	+ requirement, from
	+ Our vendor and other sources.
* Handling vendor management. Submit vendor invoices to the finance department and follow up for their payment with finance.

**Interglobe Technologies (IGT) (February 2016 to April 2017)**

**Sr. Travel Executive**

* Arranged globally corporate travel of MMT.
* Provided all the required information regarding the various travel plans of corporate client MMT.
* Booked flights, Hotels, etc for various trips and tours to numerous destinations for MMT.
* Used GDS Amadeus (latest version) for bookings, cancellations, processing refunds, issuance and re-issuance of tickets.
* Booked good and budgeted hotels, both domestic and international as per client requirement through online and GDS.
* Used to Keep regular database (or maintaining lead trackers) of all the routine procedures and details of tours and travels and clients and updating the same with regular follow-ups.
	+ Provided floor –support, supervision and training to new joiner.
	+ Used to arrange foreign exchange as per client requirement.

**Ease My Trip (January 2015 to January 2016)**

**Sr. Travel Executive**

* Arranged independently globally travel.
* Confirmed bookings and notified clients of insurance, medical, passport, visa and currency requirements.
* Made special arrangements at client's destination for transportation, hotel accommodation, car rental and recreation.
* Negotiated hotel rates at numerous properties as well as car rental rates for highly traveled cities.
* Improved company policy compliance and reduced agency transaction costs.
* Scheduled travel plans for routine field inspections for all pertinent personnel.
* Developed an extensive database of travel needs for all personnel that is still being used by the department.
* Worked with purchasing group to find ways to keep down all travel costs.
* Provided prompt, EMT and professional service 24 hours a day, 7 days a week.
* Built relationships with regularly used hotels and car rental companies and maintained corporate contracts.
* Used to work on GDS Amadeus (latest version) to hold seat, check flight and seat availability and price fare.
* Used to manage regular database (or maintaining lead trackers) of all the routine procedures and details of tours and travels and employees and updating the same with regular follow-ups.

**Achievements : Rewards & Recognition:**

* 1st person in the Team to get “Ticketing GDS” certification.

. **Professional Work:**

List of WORK

* AMADEUS & GALILEO

Airline Portals

* Indigo, Spice jet, Go Air, Air Asia, True Jet

 Ticketing (Gds & Portal)

|  |  |  |  |
| --- | --- | --- | --- |
| * Issuance
* Domestic/International
* Re-Issuence (Portal)
* Cancellation (Portal)
 |  |  |  |

 Operating Systems

* WIN XP
* WIN 7

Software Knowledge

* AMADEUS
* GALILEO
* MS office ,(word, Excel, Power point, Access) HTML

Competencies:

* Practical training on live system of GDS – Amadeus/Galileo
* Well versed with all the commands and terminologies used in Air Ticketing
* In depth knowledge of itinerary pricing, pnr creation, etc.
* Possess good knowledge of Client Handling
* Outstandingly expert in customer service
* Exceptional problem solving ability
* Experienced in travel management
* Great time management and organization skills
* Capability to perform multiple tasks
* Extremely motivated and strong team player
* Possess ability to understand strategies of airline business and traveling agency
* Exceptional ability to understand customer's requirements

**Academic Qualifications:**

* Class X (C.B.S.E.) from G.B.S.S.S. no-1, Delhi, (2009)
* Class XII (C.B.S.E.) from G.B.S.S.S. no-1, Delhi (20011)
* Bachelor of Arts from Shobit University, Meerut (2015)
* Masters of Arts from S.V. S. University, Meerut (2017)
* DIPLOMA IN **MASS COMMUNICATION** From **DELHI** University

**Knowledge/Skills/Abilities:**

* Strong writing and oral communication skills
* Logical and analytical thinking processes
* Ability to motivate others
* Extremely detail oriented with ability to be productive under stressful, tight deadlines
* Strong ability to work with and train others and possess a service-oriented attitude
* Dependable, reliable and professional

**Personal Details:**

D.O.B. 2nd of Feb, 1993

Place New Delhi

Father Name Sh. Prabhu Dayal

Hobbies Learning New Things

Nationality Indian

Dinesh Kumar

Place:

Date: