Curriculum Vitae

**Nirmal Kumar Bhardwaj**

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| **Objective:** |
| * Seeking a position in your esteemed organization to utilize the skills I have developed during my career, with an eventual goal of assuming responsibilities and proving myself as a valuable asset to the organization.
* I believe that logical thinking and leadership qualities are my greatest possession. Ability to deal with people, the ability to grasp things fast, and willingness to work has always been my strengths.
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| **Personal Skills:** |
| Comprehensive problem solving abilities, good communication skills, ability to deal with people diplomatically, willingness to learn, team facilitator, ability to work well and hard in a team or in individual environment and a good team player.To always enhance my personal development and trained the external staff in right manner of objectives.Well-disciplined with proven ability to manage multiple task assignments efficiently under extreme pressure while meeting tight deadline schedules. Strong team builder and facilitator, which encourages performing efficiently. |

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| **Professional Experience:** |
|  | **SOTC Travel India Limited****Manager – Service Delivery & Operations – North September 2009**Responsibilities include establish, build, manage & operate a team of 10 + Professionals involved in Sales support and responsible for CCC (Complaints, Compliments, and Comments). Assessment, response and corrective actions. Advising on newer improvements based on commercial viability & ease of implementation and constraints. Other non-functional responsibilities include People Strategy, Compliance, Budgets, and General Administrative/ Operations support.JOB RESPONSIBILITIES :* To drive visa processing and payment collection for our valuable customers.
* To evaluate the compliance issues and address it with team.
* To maintain the decorum in the system with compliance while keeping the track of visa documentation and payment collection follow under the deadline.
* To ensure timely visa submission and payment collection
* To prepare a dash Board and evaluate the ratio of the business and share the performance to our subordinates.
* To evaluate the customer complaints and compare with previous ratio of the business.
* To prepare the dash board of visa rejection ratio and compare with last year performance.
* To ensure timely deliverable to customers for anything.
* To ensure productivity work in new plan and manage to sell new things to customer.
* To visit Embassies/High Commissions for a meeting for new development of visa.
* To ensure the proper communication to channel partner/Retail customers (B2B & B2C) on different stages of visa enquiry and other things.
* To maintain MIS report on a daily basis while keeping a track of visa processing, payment collection and customer respond.
* To ensure that sending regular updates to GCP/PSA’s/TA’s/Retail (Delhi NCR, Punjab, UP & Rajasthan) regarding any changes in the Itinerary, costing, Airlines updates Visa forms & Documentation to our internal and external customers.
* To attend the consulate training section for new plan towards growing the business.
* Analysis on Visa Growth/refusal/Challenge faces around particular year.

**May 2005 to April 2009****Worked with JETSAVE India Tours as an Executive.** JOB RESPONSIBILITIES :* Receiving Visa applications for various Embassies and High Commissions. Providing guidance and information to the clients about the procedures and formalities related to the same.
* Assisting the applicants for getting Appointment dates for USA and Other Visa Interviews and consulting them for required documentation.
* Handled daily transactions, preparing cash collection and dispatch reports.
* Ensuring prompt replies to VISA related and other queries of the applicants/customers over phone. Redress of complaints, and maintenance of records through tracking. Keeping the record of all incoming and outgoing passports until it reaches its right recipients.
* Developed and maintained contacts with other branches and Travel agencies.
* Coordinated with High Commissions and Embassies regarding regular updates related to visa rules and regulation.
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| **Hobbies:** |
| Internet Browsing, Playing Cricket & table tennis, watching movies, Travelling etc |

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| **Extra – Curricular Activities:** |
|  | Achieved “FAM TRIP- Domestic” Best performer of the year 2015.Achieved “FAM TRIP- International” Best performer of the year 2018. |

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| **Personal Information**: |
| **Name:** | Nirmal Kumar Bhardwaj |
| **D.O.B:** | 4th June 1986 |
| **Father’s Name:** | Mr. Mahesh Chand Sharma |
| **Mailing Address:** | D1/3, GF 3, Opp Ramleela Park,DLF Ankur Vihar,Ghaziabad - 201102 |
| **Marital Status:** | Married |
| **Languages:** | English, Hindi |

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| **Qualification** |
|  | Graduate from Delhi University |

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| **Reference** |
|  | Mr. Ravinder Kadian (DGM) – ravinder.kadian@sotc.inMr. Anshu Jarolia (GM) – anshu.jarolia@thomascook.in |

I hereby declare that the facts given above are correct to the best of my knowledge.

**Date:**

**Place:**  (Nirmal Kumar Bhardwaj)