

RESUME COVERING LETTER



Sir // Madam

Sub: Job Application

After many years of working directly with people deserve professional settings, I am seeking to leverage my experience in a customer service position within the field of hospitality industries at the branch level. For this reason, I was excited to learn that your company seeking a person for customer representative as a Manager and would very much like to be considered as a strong candidate.

The Job responsibility and professional knowledge I can bring to your organization include:

Job Responsibility & Professional Knowledge

1. Promoting the Company brand value through different events taking place at Trade Fare, Roadshow, TTF & OTM with Corporate.
2. Locating new business development opportunities.
3. Presentations of the work being done by the organization to the corporate.
4. Continuously monitoring of oneself towards achieving targets and goals and at the same time adhering to deadlines the progress & organizational policies.

Honors and Awards

PRIDE- Seamless Customer Service Award- Service Excellence External Customer Champion 2010 by Mr. Madhavan Menon (Managing Director) & Ms. Farah Muncherjee (Associate Vice President- Service & Customer Care) Thomas Cook India Ltd.

Roll of Honors award for 2009 to 2010 for attaining the highest level of rating by consistently exceeding the standards and expectations of the company given by Mr. Madhavan Menon (MD), Rakshit Desai (Executive Director) and Mr. D.Prasanth Nair (President & Head- HR in Thomas Cook India Ltd

In review of your company's objectives and possible openings, I believe that my experience is in perfect line with your current needs. If your firm is looking for a dependable, results-oriented professional with a solid performance track, I have attached my resume for your review. Realizing the limitations of the writing page, I would welcome the opportunity to participate in a personal interview to answer any of your questions and better present my experiences, qualifications and the value of my strengths. Thank you for your time & consideration. I look forward to hearing from you soon.

Sincerely yours,

Shakti Sharma

Mob: 91-987397876

RESUME

SHAKTI SHARMA

KD- 121, Kavi Nagar
Ghaziabad (U.P)

Mob: **9873978769**
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shakti.honey@hotmail.com

OBJECTIVE

To reach the heights of success and utilize my skills, knowledge and hard work to achieve organization's objectives, want to be a responsible, self-driven and motivated professional, always eager to learn and enhance my skills.

QUALIFICATION—

- Intermediate (10+2) from U.P. Board.
- B.B.A from IEC University Himachal
- Computer Software diploma from Target Computer (p) LTD

WORK EXPERIENCE

Operation Manager – SOTC Limited – Nov- 2019 till 15th May'20 (Quess Corp. Ltd.)

My position is responsible for managing the hotel desk in corporate location (**Ernst & Young**). I am Taking care day to day hotel booking process and escalation matrix along with my team. My core area of work is to understand customer requirements and full fill the same.

Territory Manager – Bharat Deko at Cox & Kings Ltd – Feb- 2018 till July 19

My position is responsible for developing bharat Deko and Sarc Country business and managing all the franchise in Delhi NCR. In this role taking care GIT and FIT tours and MICE sales in Delhi NCR.

Manager – Bharat Deko at Cox & Kings Ltd - May 2017 – Feb 2018

My position is responsible for developing and managing all Hotels Business & Transport related services for CNK– Bharat Deko (Non Air Travel). In this responsible for all hotel & car desk related query PAN INDIA or WORLDWIDE for all the corporate who associated with CNK. A key component of my role is to increase the value of Travel team to the business through corporate and balancing local needs with regional and global strategy. Taking care the all implant business as OPS head Pan India.



**Manager - Drive & Stay Desk Corporate Travel at Thomas Cook India Ltd
May 2015 till May'2017**

I represent Thomas Cook India Ltd as a OPS manager pan India to handle the OPS team and responsible for developing and managing all Hotels & Transport related hotel booking and taking care of the client management to handle all type of escalation matrix and monthly MIS for Pan India corporate for Thomas Cook India – Drive & Stay Desk (Non Air Travel).

**Assistant Manager- Drive & Stay Desk Corporate Travel at Thomas Cook India Ltd
May 2008 till Apr'12015**

- A) May 2014 till Sep'15 Look after the TCS- Core Intigra Hotel Accommodation Pan India for the 02 & 3 type of city. Manage the MIS and corporate review meeting quarterly.
- B) 2009 to 2010 – Manage the Hotel Desk Pan India in **Genpact Corporate Gurgaon** to make the hotel reservation, hotel contracting and hotel RFP under with Ms. Seema Gupta, Mr. Vikrant Grover.
- C) 2010 to May 2014 look after the **Aricent Corporate Gurgaon** to provide the hotel reservation and contracting globally- 1) America- USA, Canada, Port of Spain, Brazil 2) Europe- France, Finland, Germany, Netherland, Poland Spain, Italy, Sweden, Norway, Denmark, Turkey, Istanbul, UK- London, Newbury, Swindon, Farnborough, Reading 3) Africa – South Africa, Kenya, Ghana, Tanzania, Nigeria 4) Asia- Chna, Singapore, Vietnam, Hongkong, Thailand, Malaysia 4) Asia Pecific – Japan, South Korea International and domestic hotel MIS, Hotel saving and renegotiation with all the branded hotel chain Intercontinental (IHG), Accor Group, Starwood Hotels, Marriott Hotel and Resort, Hilton Worldwide hotel, Scandic group of hotel especially for European sector .

**Bharat Dekho Counter Desk at Cox & Kings
March 2006 - April 2008 (2 years 2 months)**

Looked after the Bharat Deko Sales & operation as a Sr. Sales Executive- FIT & Leisure GIT business with full of Sales & Operation & making the tour, Re-costing & itinerary for all Indian destination including the www.ezeego1.com Online system(Hotels & Airline Online System).

**Landmark Tours & Travels an IATA Company
April 2004 – March 2006 (2 Years)**

Worked an IATA company Landmark Tours & Travels Pvt. Ltd New Delhi as a Astdt. Manager –Tours. Look after the full operations work for the Inbound and Domestic Market by making their Itineraries and look after the web queries also on www.honeymoonandholidays.com & www.landmarkindia.com.

Key Responsibilities:

- Promoting the Company brand value through different events taking place at Trade Fare, TTF & OTM
- Locating new business development opportunities.
- Presentations of the work being done by the organization to the corporates.
- Continuously monitoring of oneself towards achieving targets and goals and at the same time adhering to deadlines the progress & organizational policies.

Summary

- Ability to handle & prioritize multiple travels related projects in a fast-paced.
 - Solid understanding of the product management processes.
 - Familiarity with the travel industry, practices, and procedures.
 - Analytical and detail-oriented.
 - Ability to excel in a fast-paced, entrepreneurial environment, with a passion for travel and customer loyalty-building.
 - Ability to generate/implement new ideas Innovation: Identify new opportunities and developing business cases to support these such as new support models challenging historical practices
- Processes: Developing & sharing of best practices to enhance Travel program's operational effectiveness and profile in the business
- Contribution: Bring a deep knowledge in travel services.

Specialties

- Worldwide Hotels Reservation & Transport Related Service.
- Handle the hotels operations at Global Level for high level corporate VVIP
- All hotel booking on **GDS,DOTW,GTA, Booking.com & Travco**
- Preparation of itineraries & Proposals
- Quotations for GITs & FITs
- Re –contracting with the rates of **Branded Hotels /Transporters**
- Promoting & have high energy and enthusiasm to establish the India travel role as a valuable part of business cost management. Strong relationship skills; ability to build confidence with senior stakeholders, understand their needs and execute value-added Travel Program initiatives and activities.

Honors and Awards

PRIDE- Seamless Customer Service Award- Service Excellence External Customer Champion 2010 by Mr. Madhavan Menon (Managing Director) Ms. Farah Muncherjee (Associate Vice President- Service & Customer Care) Thomas Cook India Ltd.

PRIDE- Roll of Honour award for 2009 to 2010 for attaining the highest level of rating by consistently exceeding the standards and expectations of the company given by Mr. Madhavan Menon (MD), Rakshit Desai (Executive Director) and Mr. D.Prasanth Nair (President & Head- HR in Thomas Cook India Ltd)

PRIDE- Excellence Annual Award for 2013 by Executive Pride Committee given the excellent service to the corporate Pan India & Globally by Mr. Indiver Rastogi (COO & Head Corporate Travel) in Thomas Cook India Ltd

PRIDE- Outstanding Customer Services Annual Award for 2014-2015 by Executive Pride Committee given for outstanding customer services for TCS Core Integra corporate Pan India by Mr. Indiver Rastogi (President & Head Corporate Travel) in Thomas Cook India Ltd

Achievements:

- I had done first inbound conference for **Rockwell Automation India Ltd** at **Marriot Goa Resort** with **150 delegates** & first inbound group from **Chicago Denver University (USA)** under the golden triangle (Delhi- Agra – Jaipur) in **LANDMARK TOURS & TRAVELS PVT LTD** with successfully in Jan'05.
- I had done **China Tourism Board** 20 passenger leisure group under the golden triangle (Delhi- Agra – Jaipur) & Goa in **LANDMARK TOURS & TRAVELS PVT LTD** with successfully in Oct'2005.
- Got the Inbound & domestic business from various Corporate Like **Rockwell Automation, Sofcon India Pvt. Ltd., Tricolite Pvt. Ltd., Estern Mediket** under FIT & GIT
- I have done leisure trip for **Nokia Siemens (Finland)** under the **GOLDEN TRIANGLE** in **COX & KINGS (I) Ltd.** with successfully in Oct'07
- I have done leisure trip group for **Global International Dep France** to **Rjasthan + Rishikesh** with 15 passengers in **Thomas Cook India** with successfully in June'09
- I have done **BD Meet** successfully for **Genpact** in **January'10** at **Leela Kempinski Hotel Gurgaon** for 200 delegates & customers look after the hotel reservation & mice related services with Mr. Vikrant Grover Manager- **Genpact India Sourcing & Living department.**
- **Thomas Cook** given the responsibility to look after the **ARICENT GROUP** hotel desk globally to take care all the hotel reservation worldwide with transportation and contracting for them to get the best rates in worldwide market from 2010 till 2014.
- **Thomas Cook** given the responsibility to look after the **TCS core intigra** hotel desk to take care of all the hotel reservation **PAN India** for **02 & 03** tire remote area city and contracting for them to get the best rates as per the corporate market.
- As of now handling a team of **DSD** for **PAN India & Globally** hotel & car for all the corporate associated with **Thomas Cook India Ltd.**
- **ISL 2016 (Indian Super League)** I have managed **ISL** project from **Aug'16** till **Dec'16** at **Mumbai** look after their hotel contracting, Logging & boarding, accommodation, transportation car for **Star TV crew, Match Referees, Team Players, Security Crew, Celebrates** etc.

SKILLS

- Ability to handle & prioritize multiple projects in a fast-paced.
- Solid understanding of the product management processes.
- Familiarity with the travel industry, practices, and procedures.
- Excellent People Skills
- Analytical and detail-oriented.
- Ability to excel in a fast-paced, entrepreneurial environment, with a passion for travel and customer loyalty-building.
- Ability to generate/implement new ideas
- Good Listener
- Revenue management
- Very high process orientation
- Excellent Hotel relationship
- Proven Track Record in the Hotel contracting & operations domain.
- Presentation Skills
- MS Excel proficiency a must
- Performance Management
- Results Driven
- Good knowledge of the travel industry; strong interpersonal, networking & negotiation skills are necessary
- Solve the escalation.

Functional Relation: Report to the Manager of the organization.

PERSONAL DETAILS

Father's Name

Late. Mr. Umesh Kumar Sharma

Date of Birth

08th Feb 1981

EXTRA ACTIVITIES

Love making new friends, interest in new activates new Challenges and Traveling.

LANGUAGES SPOKEN

Hindi & English.

SPECIALIZATION

- Hotel Reservation Worldwide on GDS, Booking.com and other system.
 - Planning of itinerary.
 - Costing.
 - Transport Handling Inbound & Domestic Tours.
 - Correspondence with Guests.
 - Presentation to the client.
 - Computer literate. .
 - Cruise Handling.
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TOTAL EXPERIENCE

Above 15.6 years in travel & hospitality services.



Permanent Address

**Shakti Sharma S/o Late Umesh Kumar Sharma
House No 10, Street No 04, Fafrana Basti
Laxmi Nagar , Modinagar Ghaziabad Utter Pradesh -201204**

References

Will gladly be furnished if requested

(SHAKTI SHARMA)

