



Urvashi Karan Singh

A seasoned travel and tourism professional with work experience of 5+ years into Operations, Making Itineraries, and creative products with strong analytical focus and a thorough understanding of client requirement seeking a position in a reputed firm.

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Dubai - U.A.E

SKILLS

- Operations Management
- Product Development
- Product Pricing and Analysis
- Group Tours
- FIT Clients
- Client and Supplier Relationships

WORK EXPERIENCE

VACATIONS EXOTICA

Mumbai (INDIA)

Junior Officer

July'11– December 2014

Independently managed FIT, groups and family travellers, product development, developing brochure, season wise pricing and corresponding with ground handlers and sub agent.

Selected Accomplishments:

- Handling of NRI market by designing individual and group tours suitable for them, successful operation of the tours with a lot of positive feedback from the passengers and the agents.
- Created packages and itineraries for individual clients wanting to travel abroad for holidays.
- Under this capacity, handled contracting for packages of various destinations for NRI and made packages for various seasons.
- Involved in the process of developing newer and creative products by understanding customer requirements, along with involvement in product pricing and analysis vis-à-vis existing market prices.
- Interacting with overseas agents in confirming the best of services and accommodation for all the clients booked with us.
- Managing and operating group tours efficiently keeping in mind the revenue and at the same time customer satisfaction.
- Corresponding with overseas agents for arranging services so that the tour goes smoothly.
- Corresponding with overseas sub agent in USA to ensure smooth handling of customers.
- Under this capacity, handled highly important clients and reference clients.
- Setting up procedure and systems for the organization to ensure smooth flow of operations within the organization.
- Successfully handled FIT clients by confirming all services and packages on time to ensure customer satisfaction.
- Successfully handled group tours
- Attended workshops / seminars / training programs for Japan, Oman, Dubai, USA, Kenya, South Africa, Fiji, Australia, Thailand, etc.
- Completed online educational training programs for South Africa, Malaysia, New Zealand, Hong Kong, Scotland, California, etc.

ITTR

Mumbai (INDIA)

International Executive

May'09 – April'10 / July'10 – October'10

Managed air ticket reservations, booking of hotel and other services, assisted higher management for group travel.

Selected Accomplishments:

- Handled air ticket reservation over the Abacus system.
- Assisted clients with passport applications.
- Assisted clients with visa formalities.
- Itineraries costing - negotiating with suppliers and maintaining tour profitability.
- Assisted directors for outbound travel.

Chirag Travels Pvt. Ltd.**Mumbai (INDIA)****Management Trainee (Summer Intern)****May'12 – November'12****Selected Accomplishments:**

- Worked at the front desk and handled various client queries and provided solutions to the same.
- Understood and worked on the ticketing and reservations systems.
- Learnt the issuance of medical policy for various travel clients.
- Learnt the procedure of filling up various visa forms.

**EDUCATION
AND
TRAINING****Bachelor of Commerce – University of Mumbai – (2012 – 2015)****Diploma in Travel and Tourism – SNDT University – (2009)****AWARDS &
ACHIEVEMENTS**

- Awarded LATE MR. SARA MANCHERJI VAID PRIZE from the vice president of India for securing highest grade in Diploma in Travel and Tourism.
- Awarded Outstanding Performance award from P.V. Polytechnic, S.N.D.T. University for securing highest grade point in third semester.
- Awarded Outstanding Performance award from P.V. Polytechnic, S.N.D.T. University for securing highest grade point in second semester.
- Awarded Outstanding Performance award from P.V. Polytechnic, S.N.D.T. University for securing highest grade point in first semester.

**PERSONAL
PROFILE****Name:** Urvashi Karan Singh**Date of Birth:** 29/12/1990**Marital Status:** Married**Nationality:** Indian**Hobbies:** Application & Designing Henna, Listening to Music & Meeting people.**DECLARATION**

I hereby declare that all the above information furnished about me is true to the best of my knowledge and belief.

REFERENCES

Will be available upon request.

Place:**Date:****Urvashi Karan Singh**