

RESUME

RINU JOHN

#105, Juma Gharib Building,
Al Qusais, Dubai - U.A.E
Email: rinu5@hotmail.com
Mobile: +971 55 620 8918 (UAE)



CAREER OBJECTIVE

Secure a senior leadership position in Travel & Tourism Industry, where my successful Travel and Tourism Industry experience will add value for self and the organization.

CAREER SUMMARY

11 years of progressive experience in the Travel & Tourism Industry, with 7 years' experience in GCC have been in Customer & Supplier Relations, Travel & Tour Operations, Strategic Partnerships & Alliances, Sales, Business Development and Relationship Management.

PROFESSIONAL EXPERIENCE

TRAVELITE KRRISH GLOBAL DMCC, JLT, DUBAI. (Travel Operations Manager)

Period: From 14 May 2014 to Till Date

JOB RESPONSIBILITIES

- Prepare multiple fare quotations using Global Distribution System (Amadeus, Sabre) for varied travel needs consistently and per customer requirement.
- Process the flight ticket, insurance, hotels, visas and other travel related service request and cater to related customer queries on emails or telephone.
- Identifying, implementing, and monitoring new opportunities and additional services to raise the revenue.
- Set call patterns which maximize selling opportunities.
- Negotiate, conclude and manage a variety of sales deals.
- Coordinate with various suppliers for sales management needs (Hotels, International tour operators, Destination management companies, rent a car companies, Ancillary services, Value-added services, VIP services).
- Manage all sales activities that include customer acquisition, lead generation, follow up on leads, business generation, minimize and support account receivable and new offerings conceptualization as per Travel agency's strategy and revenue targets.
- Work closely with suppliers and operations to ensure profitability of the product.
- Developing a portfolio of corporate clients and maintain existing relationships.
- Prospecting new clients, follow-up, and contracting them for business relationship. Regular visits from time to time and maintaining business relationship and after sales services.
- Handling multiple corporate clients & monitor all corporate bookings, receive and action all reservations received from corporate and walk in Passengers. Pre & Post Flight checks (Queues) / Seat / Meal Request etc.
- Creating and Maintaining Customer Database to improve customer service and tracking

- Booking and selling online hotel bookings through DOTW, GTA, Unique Choice, White sands, Rezlive, Royal palm, etc., and all direct suppliers around the World.
- Handling Holiday Packages for various destinations.
- Issuing Travel Insurance (AXA & Oman Insurance)

HATRA TRAVEL & TOURISM L.L.C DUBAI, U.A.E. (Senior Travel & Tours Consultant)

Period : From 15th May 2012 to 13th May 2014.

JOB RESPONSIBILITIES

- Direct reporting to Managing Director and responsible for managing operations , team handling all job related to Air ticket , Hotels (Domestic & International), Tour Packages , Car Rental, Travel Insurance etc..
- Booking and issuing international Air Ticket through GDS Sabre & Amadeus.
- Booking and issuing budget airlines- Fly Dubai, Air Arabia, Air India Express, Indigo airlines, Spice Jet, Air Blue, etc.
- Booking and selling online hotel bookings through DOTW, Unique Choice, White sands , Rezlive ,Royal palm, etc., and all direct suppliers around the World.
- Responsible for worldwide hotel bookings and holiday packages for individuals and groups.
- Arranging inbound tour packages, transportation services to walk-in as well as corporate clients.
- Booking and issuing AXA Travel Insurance.
- Dealing with Customer enquiries and meet their expectations.
- Handling hotel contracting with best available rates and promotions.
- Attending and assisting walk-in as well as corporate clients on phone, email and in person.
- Going out with sales team for hotel promotions and Tour Packages.
- Attending seminars, meetings, exhibitions, road shows etc.
- Plan and execute travel requirements of corporate clients and provide suitable travel itineraries and information to the clients.
- Provide maximum service and keeping good customer relationship and getting maximum customer's satisfaction.
- Maintain and update clients profile in system.

UNITED TOURS & TRAVELS, DOHA, QATAR (Senior Travel & Tours Consultant)

Period : From 15th August 2008 to 06 May 2012

JOB RESPONSIBILITIES

- Doing online hotel bookings through DOTW, Unique Choice, Hotel beds, World avenues, Hotels Arabia, Rezlive, Royal palm, C-Germany, Within Earth etc., and all direct suppliers around the world.
- Creating Packages and Tours that suitable for all types of clients.
- Provide information about the best destination places, tours, accommodation and transport.
- Answering phone calls and incoming mails requested packages, fares, rates and any quotations related to travel.
- Arranging Car rentals and Holiday tour packages around the world.
- Discuss the client's wants and needs.
- Provide maximum service and assistance for customer's satisfaction.
- Responsible for making travel arrangements on behalf of the VIP and corporate clients, in relation to their chosen expedition.

- Advising customers on their destinations and organizing their travel itineraries.
- Issuing international tickets on GDS Amadeus.
- Monitor all corporate bookings, receive and reply all reservations received from corporate and walk in clients.
- To provide a superior and consistent quality of travel service.
- Work closely with the tour operators /suppliers /Airlines and build up one to one relationships.
- Follows up reservations, bookings, with the clients and other different vendors before and after travel.
- Follows up with the client for any special requirements.
- Counsels clients /customers on efficient routes, lowest available fares and providing optimum customer service..
- Ensures the highest level of customer service are maintained at all times.
- Addressing any complaints that could arise from the customers.
- Troubleshoots and resolves client travel issues, complaints, and problems.
- Maintains and updates customer profiles.
- Ensuring all documents cash, hotels vouchers, issued tickets, other coupons are reported on time and liaise with Accounts department.
- Issuing & Assisting AXA Travel insurance to Schengen & world wide
- Assisting visas for all Schengen Countries, Singapore and United Kingdom.
- Issuing International Driving License.

OSCON HOLIDAYS, LE MERIDIEN HOTEL COCHIN (Travel Desk Executive)

Period : From 1st October 2004 to 5th August 2008

JOB RESPONSIBILITIES

- To interact with existing and potential clients
- Arranging ticketing, tours, and reservations & maintaining cash accounts.
- Liaison with travel agents to promote the Oscon Holidays Packages.
- Designing and costing of Itinerary, Arranging bookings to hotels & other service providers.
- Managing and motivating a team to increase sales and ensure standards of quality and friendly customer service.
- Responding to customer complaints and comments,
- Maintaining awareness of market trends in travel & tourism industry, monitoring what local competitors are doing , initiating changes to improve the business, maintaining organization standards at all the time .

EDUCATIONAL QUALIFICATION

- **IATA / UFTAA** Foundation from Montreal Canada.
- Master of Tourism Administration from Bangalore University.
- Bachelor of Science (Physics) from MG University Kerala.
- Pre Degree from MG University Kerala.
- S.S.L.C from Education Department, Govt. of Kerala.

TECHNICAL PROFICIENCY

- Austrian Certified Travel Specialist 2015 (ACTS)
- Well versed in MS Office & Internet.
- Computer Reservation System AMADEUS, SABRE, and basic in GALILEO.
- Destination Knowledge –U.S.A, Canada, Asia, Europe, Middle East etc.

ACHIEVEMENTS

- Participated Seminars & Road shows - India Tourism Board, Singapore Tourism Board, Germany -The Travel Destination, Emirates Holidays, Virgin Atlantic, Lufthansa, Etihad Airways, Qatar Airways, Rotana & Marriott Hotel etc...
- Participated in 'The Success Unlimited Club' seminar conducted at Ernakulam by Manjoorans Group of Institutions.
- Attended the training on 'Guest Service Vision' by Renowned Trainer Mr. Kesava Mallia.

LANGUAGES KNOWN

English, Malayalam, Hindi, Arabic (Travel & Tourism Industry Knowledge)

PERSONAL DETAILS

Age & Date of Birth : 33, 14th May 1982

Gender : Male

Marital Status : Married

Nationality : Indian

Visa Status : U.A.E. Employment Visa

Religion : Christian

Passport Number : N1423808

Place of Issue : Dubai

Date of Issue : 30/08/2015

Date of Expiry : 29/08/2025

Driving License : PTA / 2056/ 05 (Indian)

Hobbies : Listening to music, Traveling, Playing Cricket

REFERENCES

Available on Request.

DECLARATION

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

DUBAI

RINU JOHN