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MR. VINAY CHAVAN

OBJECTIVE:

To work towards acquiring the position to utilize my experience in the Travel Operations and customer service industry as well as my communication & resource management skills.

KEY STRENGTHS:

- Passion for learning and quick learning abilities which can help in spending least time in training and more time in productive output.
- Good Interpersonal and Communication Skills. Strong problem solving skills.
- Excellent knowledge of MS Office Applications (Excel, Word, PowerPoint) and reporting.
- Analytical approach to work and attention to detail help resolving team issues.
- Efficient time management.
- Ability to work, adapt and innovate, as well as focus on individual projects with set deadlines.
- Self driven individual thriving on challenges. A positive mindset developed through patience.
- Ability to work flexible hours and willingness to work in shifts.
- Meticulous at work and an approachable and friendly personality.
- Team player - Looked up as a mentor by the team. Willing to go the extra mile and

PROFESSIONAL EXPERIENCE:

1) January 2009 – January 2016

Open Destinations InfoTech Private Limited, Goa, India

Designation: Team Lead

Roles and Responsibilities :-

- Managing database on the In-House software and client software for different client operations across the globe.
- Content entry for hotels, transfers, tours and other required fields.
- Reservations and bookings to be done on client or other widely used software's.
- Managing a team to meet set targets and to deliver tasks assigned without compromising on its quality.
- Manages client(s)/project(s) as per agreed SLAs. Key objective is to always exceed client expectations and maintain consistency with service levels at all times.
- Documentation of training manual and SLA document as per company and client needs.
- Responsible for resource management, capacity management and providing clear reports across ODL and Client using MS Office applications. Monitor weak performers and look at improvements. Conducting continuous improvement programmes and monitor progress on a regular (bi-weekly/monthly) basis.
- Handling queries related to software & content and working on it in a detailed manner. Analyzing the needs of the clients and work on them as per set guidelines
- Suggesting change of processes to improve productivity. Suggestions were mostly accepted by the clients/management.
- Having monthly reviews with entire team on one-on-one basis. This would help in understanding the problems staff had, which they could not speak during the daily huddles.

Clients worked for:

- JAC Travels (UK Client): Part of the team for 1.5 years. Tasks performed were mainly contract loading and QC. Allocation of work to the team.
- Destinology (UK Client): Part of the team for more than 2 years. Started with contract loading and stop sales and later moved on to QC. Was also responsible for sending daily reports in absence of seniors or whenever required. Training new staff. Ensured bookings were sent out correctly.
- Travel Counsellors (UK Client): Part of the team for more than 1.5 years. Tasks performed were mainly QC and live loading of special offers and stop sales. Was promoted to Team Leaders position. Mainly responsible for handling queries from the team, work allocation, replying to emails/queries from the clients, sending daily and weekly reports to clients. Ensure reservations are sent correctly. Also gave training to new staff on contract loading and system training. Also had to maintain personal productivity and accuracy and meet set targets.

- Creative (Australian Client): Worked for the said project as TL for about 10 months. Mainly responsible for QC of contracts, handling team queries and training of staff if required. Was responsible in increasing the productivity and quality, rapidly and exponentially for the team.
- Lusso Travel (UK Client): Lead the team as a Process Owner. This included training manual & SLA documentation, training, handling team queries, etc. Also includes training via phone calls and video conferencing.

2) June 2007 – January 2009

First European InfoTech India Limited (Travelpack - UK)

Goa- India.

Designation: Senior Staff – Data Admin Department

Roles and Responsibilities:-

- Handling Contracts from the entire world, which includes Hotels, Tours, Rails, Cruises, Cars, etc. Creating contracts and itineraries for hotels and tours as per the set norms and forwarding the same to clients.
- Providing assistance to the sales & reservations department for bookings.
- Reservations made using in-house software. Calling up the hotel and confirming bookings.
- Handle reservations of hotels and flights using software's in absence of senior staff.
- Making outbound calls to check for availability and negotiations on rates.
- Communicating with hotels and tour operators around the world for booking purposes.
- Handling phone calls & email queries from India & UK offices.
- Providing training to the staff on new and existing products.

Academic Qualification:

- Bachelor In Science (Electronics) : Distinction
St. Xavier's College, Mapusa, Goa, India - 2007
- Higher Secondary School Certificate (Goa Board) : First Class
Mormugao Education Society. Zuarinagar, Goa, India - 2004
- Secondary School Certificate : Distinction
Regina Mundi School, Vasco, India – 2002

Languages Known (Speak, Read & Write):

- English, Hindi, Marathi, Konkani.

Reference:

References will be provided upon request.