**Mayank Upadhyay**

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 **Objective:**

Seasoned professional with total experience of (13+Years) in the field of Operations -Travel Tourism Industry including (8+Years) in Marketing.

I am an extremely keen and creative Tourism Manager with experience in an array of tasks from online promotions and website maintenance to client budgeting and holiday promotions. I strive to provide my customers with the best tourism packages to suit their needs without exceeding their budget. My friendly approach and strong communication skills enable me to build rapport with guests, tour operators, staff, and guides thereby improving efficiency and boasting business.

**Brand Times Pvt Ltd**

**(July 2014 – Present)**

**Manager – (Gurgaon)**

* Recommending suitable holiday destinations, tours, travel routes, accommodation and local attractions to customers within their budget
* Booking of flights, ferries, car hire, hotel,guides ,Jungle safari, Rafting ,tracking and holiday accommodation
* Making reservations using a variety of online booking systems
* Preparing reports, newsletters, adverts and articles for the Marketing department
* Developing marketing strategies and tourism business plans
* Providing excellent customer support all types of travel/holiday requirements
* Meeting with customers to finalize all the travel details for their trip
* Contacting new potential customers and offering our services
* Producing statistics on sales, travel destinations and customer satisfaction
* Liaising with government embassies, tour providers and hotels on a regular basis
* Organizing and attending holiday exhibitions
* General website maintenance to ensure that its information is up-to-date
* Performing market research on the latest trends and developments in the industry and making any recommendations (when necessary)
* Dealing with customer queries and issues on a regular basis
* Handling tour packages of Domestic, Inbound & Outbound.
* Ensuring rate competitiveness and securing best deals as per product requirement for the company.
* Negotiating & Contracting Special Rates with Hotels & DMCs across India & Aboard
* Managing the complete itinerary ranging from arrival / departure, boarding lodging, local transport, sight- seeing for the inland and overseas tourist
* Arrangement of Escorts, Naturalist and Guides as per the requirements of the tourist.
* Office Administration( Housekeeping management, Cafeteria management and Transportation )
* Ensuring that information is kept confidential and secure on databases

**Brahmaputra Holidays Pvt Ltd (April 2011 – June 2014)**

**Manager – (Delhi)**

* Developing various packages for both international and domestic destinations
* Preparing travel routes for top destinations
* Liaising with travel agents, airlines, hotels, transportation and other companies
* Arranging travel, flights, accommodation and other tour-related activities
* Ensuring the smooth running of tours, trips and activities on a daily basis
* Organizing accommodation and calling ahead to ensure that everything runs smoothly when the customers arrive
* Ensuring that the travelers have all the travel documentations including tickets, passports, visas and the relevant insurance policies
* Working directly with passport control and immigration (when required)
* Tailoring tour packages to accommodate the needs of individual visitors
* Developing specialist knowledge of each area of the trip
* Dealing with any customer queries, concerns or emergencies
* Writing accurate and clear reports following the completion of a trip
* Accompanying tourists when required
* Arrangement of hotels, guides, Jungle safari, Rafting & tracking
* Ensured that the tourist or visitors are settles comfortably in their hotel
* Explained the itinerary and schedule of the tour
* Provided information about each tourist attraction including its cultural and historical essence
* Informed tourists about local offerings.
* Ensured that customers have a worthwhile experience during the tour
* Conducted travel cost analysis and provided price estimates to customers
* Handled emergency and such other situations
* Provided information about other tour packages of the agency
* Participated in regular enrichment sessions organized by the operator
* Ran errands and performed other tasks assigned by the agency
* Making itinerary of holiday packages and reservation.
* Liaison with the local authorities for arranging permits.
* Managing the complete itinerary ranging from arrival / departure, boarding lodging, local transport, sight- seeing for the inland and overseas tourist.
* Arrangement of conferences and Events as per the requirements of the customer
* Analyse and benchmark existing supply to identify growth opportunities and build hotel network in order to provide the best possible experiences to customers.
* Manage Inventory (Allocation)Identification, Acquisition.
Monitoring of Hotel Rates, Inventory, Searches, Booking (Room Nights), Availability & Contents Part.
Competitive Intelligence as well as Better TAC.
* Arrangement of Escorts, Naturalist and Guides as per the requirements of the tourist.

**Usha Breco Ltd (January 2008 – March 2011)**

**Astt.Manager – (Ghaziabad)**

* Using a variety of different resources, both in-house and online, for researching desirable holiday spots and travel options with attractive prices, and advising customers accordingly
* Booking flights, hotels, trains and cars for customers
* Making reservations, filing, checking and printing confirmation e-tickets
* Welcoming customers upon arrival and discussing their travel plans
* Dealing with customer enquiries (face-to-face, over the phone and through e-mail) on a daily basis
* Dealing with difficult or stressed customers in person and over the phone
* Calculated rates of return before making final decisions on bookings
* Solving any of the customer’s problems that may occur before, during and after the trip including rearrangements and cancellations
* Dealing with overbooking, cancellations, relocations and missing flights
* Informing customers of any changes to their holiday plans
* Making sure that all marketing materials (posters, flyers and brochures) are stacked up properly and nicely presented
* Filing, photocopying and general administrative duties
* Dealing with any bookings made, either online, over the phone or face-to-face
* Welcoming guests when they arrive, taking them through the check-in procedure at the beginning and the check-out process when leaving the hotel
* Allocating rooms to each guest and handing out keys upon arrival
* Producing bills and taking payments upon check-out
* Carrying out general admin work, including filing and photocopying
* Negotiate and secure market deals, promotions and dynamic rate rules. Coordinate with Point of Sale (POS) to leverage merchandising opportunities and offerings.
* Evaluate market trends and competitor activity and provide analysis and recommendations
to management. Develop and sustain strong partner relationships by delivering superior consulting.
* Responsible for all travel related services for all bookings.
* Office Administration( Housekeeping management, Cafeteria management and Transportation )
* Arrangement of conferences (Annual Meeting, Travel Meeting and Technical Meeting) as per the requirements of the company.
* Hotels Booking, Ticketing (Domestic and International), Car Booking, Visa and Tours arrangement for the employee and customers.
* Managing the four company hotels.
* Developing new market strategies and concept awareness programs. Making plans as to how we can serve our customer in a better manner.
* Manage Inventory (Allocation)Identification, Acquisition.
Monitoring of Hotel Rates, Inventory, Searches, Booking (Room Nights), Availability & Contents Part.
Competitive Intelligence as well as Better TAC.
* Negotiate and secure market deals, promotions and dynamic rate rules. Coordinate with Point of Sale (POS) to leverage merchandising opportunities and offerings.
* Evaluate market trends and competitor activity and provide analysis and recommendations
to management. Develop and sustain strong partner relationships by delivering superior consulting.
* Responsible for all travel related services for all bookings.
* Recruit Travel Consultant.
* Responsible for training of Travel Consultant.

**Yatra.com (September 2006 – December 2007)**

**Hotel Contracting – (Gurgaon)**

* Contract with hotels.
* Negotiation with hotelier.
* Build good relation with hotelier.
* Responsible for area performance
* Coordinated on preferred partner hotels.
* Knowledge and experience of booking through online systems like Dotw ,Hotel Beds ,Gta,Travco etc.

**Touraids Pvt Ltd (April 2005 – July 2006)**

**Tour Executive – (Agra)**

* Welcoming guests when they arrive, taking them through the check-in procedure at the beginning and the check-out process when leaving the hotel
* Explained the itinerary and schedule of the travel
* Allocating rooms to each guest and handing out keys upon arrival
* Provided information about each tourist attraction visited highlighting its cultural and historical essence
* Made sure tourists get informed of local offerings like food and drinks, souvenir and other merchandise items of indigenous value
* Ensured that customers have an enjoyable experience during the tour
* Transferring people between airports to/from the hotels
* Conducted travel cost analysis and provided price estimates to customers
* Handled emergency and such other situations
* Wrote reports about the travels for submission to the tour operator
* Provided information about other tour packages of the agency
* Ran errands and performed other tasks assigned by the agency

**ACADEMIC PROFILE**

* Post Graduate Diploma in Travel and Tourism Industry Management(2004-2005**)** from Rajasthan chapter of IITTM(an organization of ministry of tourism, Govt. of India)
* Completed Bachelor of Computer Application (2000-2003) from Chaudhary Charan Singh Meerut.

**PERSONAL DETAILS**

Father’s Name : Shri Anil Kumar Upadhyay

Date of Birth : 26th January 1981

Marital Status : Married

Nationality : Indian

Language : English & Hindi

Hobbies : Travelling and Exploring new places

**REFERENCES AVAILABLE UPON REQUEST**

**Date:**  Mayank Upadhyay