**CHIRODEEP MITRA**

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**Senior level assignments in Marketing/ Client Servicing with an organisation of repute**

**Career Abstract**

Over 19 years’ + experience (India &UAE markets) in **Strategic Planning, Client Servicing, Marketing, Commercial Partnerships, Travel Agency sales (B2B),Pricing, Revenue Management, Key Account Management, Contracting, Negotiation, Product Development, Client Relationship Management and Team Management***.*

**Organisational Experience**

**Print Media Group (PMG) – Head, Travel Desk**

**Jan’16- Aug’18**

A 100 Crore organisation is a part of HakoHudo Group, Japan’s 2nd Biggest Event Management company.

**Accountabilities:**

* Handling the entire Travel of 100 Crore Per Annum for the company Pan India and Reporting to Country Head.
* Responsible for Product Development, Contracting, Logistics Management.
* Liasioning with Large Corporate Travel Houses and Consolidators for the Travel Requirements.
* Responsible for Signing of Corporate deals with Airlines, Hotel Chains for Marketing, Commercial partnerships, marketing communications and brand management.
* Develop and maintain relationships with Airlines, Hotels, Government or Semi-Government bodies
* Meeting Clients like Google, HPI, HPE, One Plus for the events.

**Durga Das Publications – India Cargo Awards**

**Sr. Manager Feb’15- Dec 15**

Responsible for India Cargo Awards, the company focuses on all aspects of Cargo Vertical nationally and internationally. ‘DDP Group’, diversified into Travel, Cargo, Hospitality, Cruise publications etc.

**Accountabilities:**

* Leading team for India Cargo Awards with direct reporting to the AVP.
* Responsible for Product Development, Contracting, Logistics Management.
* Handling Large Companies, Mid-Size and SMEs
* Responsible for Signing of Corporate deals with Cargo companies for Marketing, Commercial partnerships, marketing communications and brand management.
* Develop and maintain relationships with government ministries, and other government or semi-government bodies
* Responsible for Contracting with Airlines (Domestic/International), Airport handlers, Cargo terminal provider for awards.
* Handling Emergencies and escalations
* Define budget and control costs and productivity/quality level metrics
* Maintain good relations with the business partners (Cargo Agents and Corporate )

**Highlights:-**

* Handling Key Accounts like GMR, Celebi Aviation, DIAL, GVK..



**Gilpin Travel Management (India) Pvt Ltd**

**Manager – Operations FEB’13 – DEC’14**

Gilpin Travel Management (India) is a part of Gilpin Travel Management Australia. A Travel Management Company which caters to the Travel requirement of the Corporate.GTM India has a 5offices pan India with a staff strength of over 80 professionals with an annual Turnover of over USD 10 Million per annum.

**Accountabilities:**

* Operations for the branch allocated with direct reporting to the General Manager.
* Handling Large accounts, Mid Size and SMEs
* Responsible for Signing of PLBs/ Corporate deals with airlines, Marketing, Commercial partnerships, marketing communications and brand management.
* Develop strategy for region while ensuring steady growth.
* Responsible for Contracting with Airlines (Domestic/International), Hotels, overseas vendors
* Responsible for achieving the set Sales Targets – Self & Team
* Responsible for increasing the revenue / business share from existing Corporate/Clients
* Maintaining Relationship with existing Corporates, Clients, Airlines, Tourism Bodies & other Business partners.
* Define budget and control costs and productivity/quality level metrics

**Highlights:-**

* Recruited and Managing the team at location

**Yatra Online Pvt Ltd, Gurgaon – India**

**Assistant Manager-Sales and Operations SEP’10 – JAN’13**

Yatra Online Pvt Ltd Group was established in 2005.Yatra.Com is the leading Online Travel Agency(OTA).It represents over 20 World’s best travel, aviation, tourism, cruise and Hotel brands exclusively in India. It has over 40 offices Pan India with staff strength of over 450 professionals.

**Accountabilities:**

* Responsible for the over-looking the Branch Sales and operations in terms of revenue generated.
* Allocation of targets to Team Members on offline & branch targets.
* Responsible for Airlines Sales, Marketing, pricing, revenue management, commercial partnerships, marketing communications and brand management
* Develop strategy for branch while ensuring steady growth.
* Contracting – Airlines/Hotels/Overseas vendors and DMCs
* Maintain good relations with the business partners (Travel Agents and Corporates )

**Highlights:-**

* Clients handled:-Huawei, Green ply, Way2online, HCL.
* Received the award for the Best Manager in Customer Relations 2 times.

**PL WorldWays Ltd, Gurgaon**

**Asst Manager- Corporate Sales DEC’07–AUG’10**

**Accountabilities as Asst Manager, Sales:**

* Deft in handling a wide spectrum of sales activities from developing business plans for implementing and executing them in real time sales environments.
* Proven track record of increasing sales and heading proposal preparation process.
* Proficient at analysing market trends for providing inputs & formulating selling & marketing strategies.
* Updating customers with new product enhancements and coordinating with them for resolving their concerns.
* Mapping business potential & identifying profitable markets for the company’s products.
* Developing relationships with key decision makers in target organisations for business development.
* Performing competitor analysis by keeping abreast of market trends to achieve market share metrics.
* Devising marketing budgets and preparing sales forecast plans.
* Driving marketing initiatives to achieve business goals & managing frontline sales team to achieve them.
* Proficient in augmenting sales and profitability. An effective communicator and team leader with proven team building and management abilities.

**Highlights:**

* Signed corporate deals with 4 new Companies in the year 2008.
* Proficiently exceeded the target/s twice in 2003 & 2005.
* Operationally handled &Escorted a group of50 paxto Agra in year 2008.

**AIR FRANCE , New Delhi**

**Commercial Officer Apr’04- Nov’07**

**Accountabilities:**

* Deft in handling a wide spectrum of sales activities from developing business plans for implementing and executing them in real time sales environments..
* Manage Travel Agency and Corporate Relationships.
* Proven Track Record of Increasing sales and working on proposal preparation process.
* Updating customers with new product enhancements and coordinating with them for resolving their concerns.

**Highlights:**

* Attained intensive training at the AIR FRANCE Training institute, Bangkok.
* Building business strategies, by studying the current travel pattern in the market for enhancing company’s business.

**RDM India Limited( Lufthansa Airlines), New Delhi**

**Project Executive Oct’01-Mar’04**

**Accountabilities:**

* Handled LUFTHANSA Flight Screening.
* Knowledge of AMADEUS
* Overseeday-to-day operations and generate the agreed proportional revenue over the cost of division.
* Handled product launch for the Airlines and liaison with leading newspaper agents for advertisements

\_ Devise, Develop and Implement Business Strategies for enhancing Lufthansa operations.

**Jumeirah International-Dubai(UAE)**

**Guest Relation Executive May’99-Sep’01**

**Accountabilities:**

* Coordinated activities as part of the pre-opening team of the hotel
* Handle the check-in for the guests for one single floor of the hotel.
* Implement Standards for the Product and Service Development, Quality and Customer Service, etc.
* Supervised the housekeeping department for a single floor, to maintain the aesthetic beauty of the guest rooms.
* Undertook challenges to explore opportunities to add value to guests while encouraging the departments’ reputation within the functioning of the hotel.

**Trainings Undergone**

* Presentation Skills and Information Presenting –Air France, Delhi.
* French Course by Alliance Francaise-Air France, Delhi.
* Pro Ration and SPA’s training – Virgin Atlantic, London.
* Sales Training on Selling Techniques, conducted by Air France, Bangkok.
* Customer Orientation Program from Air France, Bangkok.
* Basic Course in Air Fares and Ticketing-IITTM, Delhi Chapter.

**Academic Credentials**

Year 2010 BTS from IGNOU, Delhi

Year 2004 PGDBM(Finance/Marketing) from Symbiosis Distance Learning, Pune

Year 2002 B.A from Delhi University

Year 1999 Hotel Management Diploma from IHM Lucknow

Year 1996 12thfrom Ramjas Public School, New Delhi.

Year 1994 10th from Ramjas Public School, New Delhi.

**Personal Dossier**

**Date of Birth**:17thAugust 1978

Father’s Name: Dr. D.K. Mitra

Marital Status: Married

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