

DR. SUNIL UPADHYAYA

Current Address:

H. No. L-17,
Shyam Park, Nawada,
Uttam Nagar, New Delhi-110059

Email: sunil.upadhyaya@gmail.com
Hand Phone: + 91- 9161-897-885

SELF ASSESSMENT:

Results-focused professional with strength in Diversity, Inclusion, Equity, and Accessibility. Proactive leader with solidity in communication, collaboration, and staff training. Proficient in leveraging knowledge to promote increased engagement, opportunities, and career advancement for diverse populations. Adept at managing concurrent objectives to promote efficiency and influence positive outcomes.

SKILLS:

- Tourism Policies
- Teambuilding
- Skills development
- Learning style assessment
- Organizational skills
- Scheduling proficiency
- Compliance
- Leadership development
- Employee engagement
- Customer service
- Collaboration
- Planning and implementation.
- Work with diverse population to increase job placement.
- In-depth knowledge of the product
- Security procedures knowledge
- Social skills development
- Job readiness training

PROFESSIONAL QUALIFICATIONS:

1. Doctorate in Philosophy (PhD) in Hospitality & Management from Techno Global University. (2012-2014)
2. Master in Philosophy (M.Phil) in Management from EIILM University, Sikkim in Management. (2011)
3. Post Graduate Diploma in Tourism and Travel Management from IITTM, Gwalior (Ministry of Tourism, Govt. of India). (1999-2000)
4. Bachelor in Tourism Management from Kurukshetra University, Kurukshetra. (1996-1999)

PROFESSIONAL EXPERIENCE:

1. GM – Operations with Ramraj Holidays Pvt. Ltd. (April 2024 – June 2025).
2. Senior Manager Tours with Travelz Factory, a Tours & Travel Management Company dealing with Domestic and Inbound Tour Packages (March 2023 – May 2024).
3. Worked as Manager Domestic Tours with Saga Vacations Pvt. Ltd. from May 2017 till February 2023.

4. Worked as Business Development Manager with ARV Holidays Pvt. Ltd. from September 2015 to April 2017.
5. Worked as Assistant Professor in Manyawar Kanshiram Institute of Tourism Management (U.P. Tourism) from January 2010 till August 2015.
6. Worked with Yatra Online Pvt Ltd from August 2007 till September 2009, Domestic & Inbound Tours.
7. Worked with Sahara Global, Sahara India Pariwar Undertaking from June 2006 till August 2007 as Assistant Manager, Tours.
8. Worked with Indian Holiday Pvt Ltd. (Earlier known as Trafford Tours & Travels) as Senior Executive, New Delhi, an Inbound Tour Company. (August 2004 – May 2006)
9. Worked with Neptune Travel and Tours, Lucknow as Assistant Manager Tours. (April 2002- July 2004).
10. Worked with Alpine Adventures and Tours, New Delhi. (October 2000- March 2002)

ACADEMIC EXPERIENCE:

Manyawar Kanshiram Institute of Tourism Management (U.P. Tourism)

HOD Tourism Management:

- Analyze, evaluate, and make recommendations to curriculum.
- Established measures to promote diversity and drive equal access to opportunity and advancement.
- Launched wellness plans to reduce stress, boost morale and increase productivity.
- Partnered with management to establish current curriculum for educational purposes.
- Partnered with cross-functional departments and industry professionals to develop, support, administer and maintain high quality job shadowing and job placement.
- Secured optimal productivity by supervising students on customer service, job certificates and operational functions.
- Demonstrated leadership by making improvements to work processes and helping to train diverse populations.
- Resolved interpersonal conflicts by listening, finding common ground and building relationships.
- Recognized by management for providing exceptional customer service training and recruiting abilities.
- Collaborated with other educational personnel and industry professionals to provide inclusive activities or programs.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to products and services.
- Maintained and reviewed records and evaluations of staff, programs and related infrastructure.
- Established new program activities and expanded programs in accordance with strategic and operating plans.
- Planned and executed recruitment events to bring in area candidates.

Symbiosis University Pune (Symbiosis Centre of Health Care)

- Guest Faculty for PG Diploma in Medical Tourism.
- Assessment of students enrolled in the program.
- Creation of Modules for Medical Tourism.

SEMINARS AND PAPERS:

1. Published a paper on “**Prospects in Medical and Wellness Tourism- India**” in “*Journal of Tourism: A Contemporary Perspective*”.
2. Attended National Seminar on “*Green Hospitality and Tourism Industry: Status Trends and Future Prospects*” held at Chandigarh by University Institute of Hotel Management & Tourism (UIHMT), Panjab University and presented a paper titled “**Niche Tourism (Helping Green Tourism)**”.
3. Participated in 01 Day Training program on “**Biodiversity & Its Conservation**” organized by Biodiversity & Wildlife Conservation Lab, Department of Zoology, University of Lucknow.
4. Published a paper titled “**Green Tourism- Sustainability in Tourism**” in “*Eduved International Journal of Interdisciplinary Research*”.
5. Presented 02 papers titled “**Aviation Industry Trends**” and “**Challenges in Tourism Industry**” in National Seminar on “*Hospitality & Customer Service in Aviation Industry: Issues and Challenges*” organized by Amity University, Lucknow Campus.

OTHER QUALIFICATIONS:

1. Completed Dangerous Goods Regulation Course from G.P.Bhatnagar Institute of Dangerous Goods.
2. Done Basic Cargo Course from Air India Staff College, Mumbai.
3. Exposure cum orientation program from Goa Tourism Development Corporation.
4. Completed Basic Adventure Course from Directorate of Mountaineering & Allied Sports, Manali.

PERSONAL DETAILS:

Father's Name	:	Late Mr. M.D. Upadhyay
Mother's Name	:	Mrs. Indu Upadhyay
Date of Birth	:	04th June, 1976
Marital Status	:	Married.

REFERENCES:

To be provided as and when required.

(DR. SUNIL UPADHYAYA)