


Gaurav Gambhir

Sales Team Leader

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Profile

- Dynamic and results-driven Senior Travel Sales Consultant with expertise in B2B & B2C sales, client services, and travel management.
- Proven ability to drive net new business of **INR 50 lakhs quarterly** while optimizing travel experiences.
- Skilled in leveraging CRM tools like Salesforce, quality analysis, and process improvements to enhance operational efficiency and customer satisfaction.
- Adept at managing high-value corporate accounts, vendor negotiations, and global travel logistics.

Professional Experience

The Skytrails

Team Leader

02/2024 – Present | Delhi, India

- Secured new business revenue of INR 50 lakhs each quarter through effective client management.
- Coordinated with the management team on promotional strategies, contributing to a 15% increase in sales over six months.
- Developed personalized holiday packages to cater to distinct preferences.
- Expanded brand presence via targeted social media engagement.
- Managed B2B negotiations, achieving optimal partnership agreements.

Senior Travel Consultant

10/2023 – 02/2024 | Delhi, India

- Managing, planning and assisting with clients' travel preferences and creating a tailored itinerary based on their budgets.
- Organising end-to-end services like booking tickets, accommodation, medical needs, travel, and transportation.
- Documenting and maintaining records of clients' payments, invoices, and other travel-related bookings in a timely and accurate manner.
- Staying updated by attending seminars or conferences about the latest travel-related trends, regulations and safety measures to provide informed recommendations.

Teleperformance

05/2020 – 09/2023 | Gurugram, India

Senior Travel Consultant

- Coordinated global events, managing travel logistics across North America, APAC, and EMEA regions
- Leveraged Galileo for booking and managing complex travel itineraries, including air, hotel, and ground transportation
- Conducted quality analysis of travel arrangements, identifying and resolving booking errors, leading to a 15% reduction in client complaints
- Supported outbound marketing campaigns with travel data insights and reporting
- Established and maintained a comprehensive database of quality data and metrics for analysis and reporting

CWT

07/2017 – 05/2020 | Gurugram, India

Travel Consultant

- Utilized Galileo and Amadeus GDS platforms for handling bookings, refunds, voids, and reissuances
- Prepared detailed travel documentation, ensuring accuracy and client satisfaction
- Conducted quality checks on booking processes, leading to improved accuracy and a decrease in service errors

- Implemented process improvements based on quality analysis, resulting in a 20% boost in operational efficiency

Education

Bachelors in Journalism and Mass Communication

06/2012 – 06/2015 | Delhi, India

Guru Gobind Singh Indraprastha University [🔗](#)

Graduated with First Division

Skills

Travel Industry Expertise: Galileo & Amadeus GDS | Quality Analysis & Process Improvement | B2B & B2C Sales | Client Services | Project Coordination & Management | Administrative Support | Email Marketing & Campaigns | Reporting & Analysis

Certificates

Global Certifications: Marketing Foundations: Analytics | Hubspot CRM- Market Campaign | Power BI: Integrating AI and Machine Learning | Advanced Google Analytics | Meta Certified Digital Marketing Associate

Tools Expertise

Travel & Marketing Related Tools — CRM & Database Management | Amadeus, Galileo, & Sabre GDS | Microsoft Power BI | Salesforce | Hubspot | Adobe Experience Manager | Office Software: Microsoft Office(Advanced Excel, PPT, & Word) | Google Workspace(Google Docs, Sheets, Slides, & Outlook) | Communication: Zoom, Microsoft Teams, Google Meet & Skype | Outlook & Google Calendar | Project & Task Management: Trello, Asana & Monday.com [🔗](#) | Google Drive & Dropbox | Visio & Lucid Charts