

VIJAY KUMAR

PERSONAL DETAILS

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PROFILE

Looking for exciting opportunity in travel industry with a primary focus on a long and healthy business relationship with the clients. I always try to enhance and updated my knowledge and information for different trending destinations by using different sources and channels. I always use my skill, knowledge, experience and expertise for growth of the company and client satisfaction. I want to see myself to be on a highest position in travel operation profile.

EDUCATION

B.A. – Hospitality and Tourism Management

Present

CMJ University, New Delhi, Delhi
CGPA: 65

EMPLOYMENT

Manager Travel Operation

Dec 2020 – Present

TARA Travel Services, New Delhi, Delhi

- Making flight ticket bookings using different B2B Portals and websites for Domestic and International routings for the clients.
- Cancellation & Refund process of flight tickets using different B2B Portals as client requirement.
- Making Hotel Bookings online using different B2B portals, directly from hotels and through suppliers for Domestic and International Destinations as per guest requirement.
- Making Travel Insurance policy as per the convenience and requirement of the client.
- Making Train tickets booking in General quota & Tatkal quota both for the passengers.
- Making Bus tickets booking using different B2B Portals and websites for the passengers.
- Making Taxi booking or Transfer booking Online from B2B portal or website and from taxi service agent.
- Making Euro Rail Ticket Bookings for the clients using B2B Portals or website.
- Tour tickets or Sightseeing booking for the guest
- Vaishno Devi helicopter ticket booking online from official website.
- Taking quotation for package from suppliers or DMC company.
- Taking quotation for group fare from airlines and B2B agents.
- Sending Package details and quotation to clients as their requirement.
- Day to day office routine work like printing and making pdf
- Maintaining records of bookings in Registers, Excel sheet and Google sheet etc.
- Experienced in working on Microsoft Outlook Express, Microsoft Word, Microsoft Excel, etc.
- Attending customer phone calls and reply their calls in a professional manner.
- Experience in working as team

- Sending mails to suppliers, clients, hotels, agents, etc
- Sending quotations & Fare for final Confirmation to clients to proceed further on the booking process.
- Applying E Visas for Countries like (Thailand, Kenya, Cambodia, Vietnam, Turkey, Azerbaijan and Sri-Lanka, Malaysia etc).
- Applying passports for the clients as per preference in (Normal & Tatkaal)
- Raising GST invoice on busy billing software to customers against the bookings made.
- Experienced in handling Packages for Domestic Destinations (Kashmir, Ladakh, Shimla, Kullu-Manali, Rajasthan, Gujarat, Goa, Kerala, South India, Andman Island, North East, Bhutan, Nepal etc.) and International Destinations (Dubai, Singapore, Malaysia, Thailand, Cambodia, Vietnam, Hongkong-Macau, Azerbaijan, Mauritius, Maldives, Turkey etc.)

Sr. Executive Travel Operation

Feb 2016 – Dec 2020

CJ Tours and Travels, Gurgaon, Haryana

- Making Bookings on Amadeus
- Sending PNRs to issuing agents for issuance of tickets
- Attending customer phone calls
- Sending mails
- Sending Quotations & Fare for Confirmation
- Ticket Bookings from portal
- Cancellation & Refund from Portal and Making Hotel Bookings online and directly from hotels and suppliers
- Sending Visa documents requirement list to client for smooth Visa processing.
- Making Travel Insurance policy
- Train tickets booking both General & Tatkal
- Bus tickets booking
- Online Taxi booking Online and from agent
- Taking quotation for packages from supplier
- Taking quotation for group fare from airlines and agents
- Sending Package details to clients day to day office routine work.
- Maintaining booking Records in registers.

Sr. Executive Travel Operation

May 2014 – Feb 2016

Privilege2fly India Pvt. Ltd, New Delhi, Delhi

- Making Bookings on Amadeus
- Sending PNRs to issuing agent for issuance of tickets
- Attending customer phone calls
- Sending mails
- Sending quotations & Fare for confirmation
- Ticket Bookings from portal
- Cancellation & Refund from Portal
- Making Hotel Bookings online and directly from hotels and suppliers
- Sending Visa documents requirement list to client for Visa processing.
- Making Travel Insurance policy
- Train tickets booking both General & Tatkal
- Bus tickets booking online
- Taking quotation for packages from supplier
- Taking quotation for group fare from airlines
- Sending Package details to clients day to day office routine work.

Counter Staff/Ticketing Executive

Oct 2012 – May 2014

Cauvery Travels, New Delhi, Delhi

- Making Bookings on Amadeus
- Sending pnr for issuance
- Making bookings
- Issuing tickets
- Attending customer phone call
- Sending Mails
- Sending Quotations & Fare for confirmation
- Ticket Bookings from portal
- Cancellation & Refund from Portal and Knowledge of hotel Bookings.

SKILLS

Knowledge of Amadeus software

Microsoft Excel

Microsoft Word

Google Sheets

Busy Billing Software

Sincerity

Dedication

Hardworking

Microsoft Outlook Express

English Typing

Hindi Typing

Cogent Writing Skills

LANGUAGES

English

Hindi

HOBBIES

■ Watching Movies

■ Listening Music

■ Increase my knowledge about Indian Mythology

COURSES

8 month Certification course in Multimedia & Web Designing

Aug 2007

CGPA: 68