

CURRICULUM VITAE

PANKAJ SETHI

SUMMARY

- Self directed leadership skills, & commitment to achieving business objectives.
- Team player, Adept at establishing trust and credibility within a group
- Business professional with strong analytical and reporting skills
- Outstanding interpersonal and Situation handling skills.
- Proven ability to multi task while meeting stringent timelines
- Proficient in the development of unique business approaches, sales management, growth environments, departmentalization
- Excellent communicator capable of developing and nurturing professional business relationships and delivering informative and persuasive presentations
- Passionate about computers with proficiency in MS office, Microsoft Access, MS Outlook, Internet based programs and software
- Maintaining coordination between management and Distributor Sales Partner

TECHNICAL SKILLS

- Proficient with all Windows OS and all MS Office applications
- Multiple travel portals & CRM applications

EDUCATION

- **T.Y.B.com**, Shobit University, 2013, 60%
- **HSC**, National Open School, 2006, 50%
- **SSC**, National Open School, 2002, 55%

CERTIFICATIONS

- I.A.T.A, Level 1 Foundation & Diploma, Mumbai (Oct 2007 to Mar 2008)
- AVIS Special Agent
- Macau Travel Specialist Agent
- Dubai Travel Specialist Agent
- Egypt Travel Specialist Agent
- South Africa FUNDI Travel Specialist Agent
- Thailand Golden Travel Specialist Agent

WORK EXPERIENCE

Travellers Solution

April 2016 - Present

Founder & Owner (Entrepreneur)

Travellers Solution is a B2B Representation company, marketing various Hotels of India and destination Management Companies from foreign land into Indian Market.

Currently Travellers Solution is marketing Destination Management Companies from U.K, Spain, Ireland, Europe, Cuba & Australia.

Aim of Travellers Solution is to established as Marketing & Branding company, for DMC's, Hotel's, & Detonation for Promotion, Marketing & Sales.

Catai India Tours**Mar 2015 – Mar 2016****Asst. Sales Manager (West & East India)**

The leading Tour Operators in Spain, having more than 30 years of experience with a main goal of "Customers Satisfaction." To do this, we apply our quality parameters to all the elements that form CATAI. Catai team members are professionally qualified having expertise and experience to provide hassle free excellent services with promptness. We offer a dynamic and modern approach in Travel and Destination Management.

- Generating inquiries for Spain and Europe destination
- Keeping track of TAT of all Inquiries.
- Understanding the requirement and expediting for the closure
- Responsible for the business generation from West India, East India & Mumbai territory.
- Planning and implementing new marketing strategy for the territory for driving sales and achieving targets
- Worked on News letter, promotional mass mailers, and promotional B2B packages.

VFS Global – Visit Britain**Aug 2014 – Feb 2015****Deputy Manager - India**

VisitBritain is the national tourism agency, a non-departmental public body, funded by the Department for Culture, Media and Sport, responsible for promoting Britain worldwide and developing its visitor economy. Partnering with VFS Global Pvt. Ltd as Britain Travel Shop they have dedicated B.T.S counter's in world wide VFS UK visa submission offices, from where they transact most of their business.

- Quality assurance in customer service
- Designing training plan and training B.T.S support staff
- Ensure delivery of effective training
- Maintaining follow-up trackers until closures
- Reconciliation of daily sales in all region
- Reporting all cancelations
- Financial and administrative support
- Motivate & Mentor team members
- Relationship management with clients and vendors.
- Handing customer and client escalations

Thomas Cook India Ltd.**Feb 2013 – Aug 2014****Store Manager for Mumbai (Parel)**

Thomas Cook (India) Ltd. is the leading integrated travel and travel related financial Services Company in the country offering a broad spectrum of services that include Foreign Exchange, Corporate Travel, Leisure Travel, and Insurance. The Company launched its Indian operations in 1881 and is celebrating its 132 years of world-class service in India.

Thomas Cook (India) operates in the following areas of business, namely: Leisure Travel, MICE, Corporate Travel Management, Foreign Exchange, Insurance, E-Business

- Responsible for Yearly Sales target of 5 Cr.
- Handling Sales Inquiries & Escalation for Group Tour's, Domestic, International F.I.T, Ticketing & Visa Services, Third party products
- Team Management
- Annual Sales Forecasting
- Target setting for team
- Reviewing Team's Sales Targets (Bi-Weekly)
- Bi-furcating Sales Target, destination and division wise.
- Developing & Reviewing Action plans for Target Achievement
- Tracking of Inquiries. Working on quotations
- Tracking of Payment collection
- Tracking of Documentation for Visa and Visa Process
- Work Place Management (Office)
- Team Motivation and Team bonding for controlling attrition & shrinkage

- Planning and execution of Road Shows for generating leads
- Mapping Territory for generation of leads

Achievements:

- 25 Pax group booking for Hab Pharma, in compaction with other 2 major tour Operators
- 30 Pax group booking for Hab pharma, in competition with other tour operators
- Gaining sales, Planning, Organizing & Coordination on South Africa tour for VVVIP client; Wockhardt Group Founder Chairman, Wockhardt group Ex-CEO and Indian Music Organization President
- No Visa rejection case in the summer season of 2013 & 2014
- Reaching the criteria to qualify for the Franchisee Owner for International Partners Meet 2014

Make My Trip.Com

Oct 2012 - Jan 2013

B2B Relationship Manager

MakeMyTrip.com, India's leading online travel company was founded in the year 2000 by Deep Kalra. Created to empower the Indian traveler with instant booking and comprehensive choices, the company began its journey in the US-India travel market. It aimed to offer a range of best-value products and services along with cutting-edge technology and dedicated round-the-clock customer support.

- Enrolling new travel agents into Travel partner program
- Retaining old Travel partners
- Handling queries for travel partners for F.I.T and Fixed Departures
- Handling Domestic and International Inquires
- Rolling of offline holidays and hotel transactions
- Tracking of Transaction's of Travel partners
- Understanding season demand and rolling offers accordingly

Cox and Kings LTD, Mumbai

Jun 2011 – Aug 2012

Store Manager - Navi Mumbai / Sr. Executive - Sales Coordination for Flexi Holidays

Cox & Kings is the longest established tours and travels company in the world. Established in 1758, we are headquartered in Mumbai with a presence in over 13 countries worldwide. Our services include destination management, domestic and international holiday packages, luxury travel, business and MICE, NRI and foreign exchange solutions, as well as insurance.

Store Manager - Navi Mumbai

- Responsible for achieving the Annual Sales target (~3 Cr.)
- Handling Sales Inquiries & Escalation for Group Tour's, Domestic, International F.I.T, Ticketing & Visa Services, Third party products
- Team Management
- Annual Sales Forecasting
- Target setting for team
- Reviewing the team's sales targets (Bi-Weekly)
- Bi-furcating Sales Target, destination and division wise.
- Developing & reviewing action plans for target achievement
- Tracking of Inquiries
- Working on quotations
- Tracking of payment collection
- Tracking of documentation for Visa and Visa Process
- Work Place Management (Office)
- Team Motivation and team bonding for controlling attrition and shrinkage
- Planning and execution of road shows for lead generation
- Mapping territory for lead generation

Achievements

- Planned and arranged tour for a Single lady aged 75 yrs. for her South America Vacation trip
- Gained business of ICICI Prudential Annual Meet Pan India
- No VISA rejection case for the entire term

Sr. Executive - Sales Coordination for Flexi Holidays

- Working on DSR, DER and MIS reports
- MIS Team Management
- Tracking daily Inquiries, branch and staff wise
- Tracking quotation reports and updates
- Tracking the duration of Inquiry vs. Closure for PAN india
- Planning new sources of Tracking System
- Sales analysis of previous & current year trends
- Supporting the Sales Team for closure of sales

Tigers Connect Travel System, LTD, Mumbai

Apr 2009 - May 2011

Sr. Executive Business Development

Tigers Connect, a company promoted by the Samvardhana Motherson Group, have connected with leaders in the travel domain and have formed a travel system for providing consolidated travel solutions to its partners worldwide. The parent company Motherson was established in 1975 and currently operates from over 22 countries. The company has created multi dimension partnerships with some of the best known companies worldwide to give advanced portal solutions and maximum travel products on a single global platform.

- Selling B2B Travel portal
- Creation of Travel Agent / Partner, Franchisee, co-operate solutions
- Responsible for Mumbai Territories and Rest of Maharashtra
- Team Management (4 member team in Maharashtra)
- Planning and implementing new marketing strategy for Maharashtra marketing team for driving sales and achieving targets
- Worked on Business Development Projects in Hyderabad, Ahmedabad & Bangalore Markets for 1 Month each

Achievements

- Creating Distributor based Sales Partners for Mumbai, Navi Mumbai, Thane, Pune, & Hyderabad
- On Boarding Garhwal Mandal Vikas Nigam Ltd (G.M.V.N) as a travel partner
- Handling outlet in Franchisee India Expo in Hyderabad, Mumbai, Ahmedabad and Bangalore
- Creating API and white label clients while maintaining relationship and coordination between the IT team and clients

S O T C, W.F.T, Mumbai

Apr 2008 - Mar 2009

Executive - Retail Sales

SOTC was Kuoni India's key outbound travel brand. SOTC, India's largest outbound tour operator was acquired by Kuoni Travels - World's leading premium Tour Operator in the year 1996 and is a leader in all segments, namely Escorted Tours, Free Individual Travel, Special Interest Tours and Domestic Holidays amongst others.

- World Famous Tour (GIT) Product selling
- Booking for fix departure escort tours

Zonal Travels, Mumbai

Jan 2006 - Oct 2007

Ticketing Executive

Specialization of Air ticketing & an IATA affiliated travel company, dealing in all types of ticketing, like SOTO tickets Round Trip, Special fare for students.

- Checking for the best possible connection's and Fare
- Issuing Domestic tickets on B2B travel portal
- Providing Fare quotation to passengers

PERSONAL DETAILS

Email: pankajsethi@gmail.com / pankaj.sethi@travellerssolution.com

Mobile: +91 9768004545

Date of Birth: 14th July 1986

Marital Status: Single

Languages: English, Hindi, Marathi and Punjabi

Place: Mumbai

Pankaj Sethi