**Partha Sarathi K**

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# Objective:

To secure a position with a well-established organization and thrive on challenging assignments in a dynamic & agile environment where I can use the best of my abilities and skills , which will aid me in fulfilling my purpose as a travel enthusiast and achieving my pursuits to get to the pinnacle of the organization I am associated with.

# Key Skills:

|  |  |
| --- | --- |
| * Good Analytical Skills | * Strong organization Skills |
| * Excellent Communication skills | * Issue resolution skills |
| * Good Team player & individual contributor | * People Management |
| * Ability to learn and adapt | * Customer Service |
| * Self-motivated/uses initiative | * Ability to work under pressure |

# Summary:

* Proactive, fast learner and dedicated hospitality professional.
* Experienced in the sector, focused on events and operations management.
* Strong organizational skills while ensuring quality customer service exceeds client’s expectations
* Extensive background in travel practices with a leaning toward corporate needs
* Strong network of resources ready to provide specific business trip requirements
* Strong understanding of travel industry practices
* Capable of providing the best accommodations within the available budget
* Excellent oral and written communication skills

**Professional Experience:**

**Company: HRG dnata Position: Travel Consultant (MGE)**

**Duration: January 2017 – 15th August 2020**

***Job Responsibilities:***

* + - Managing international and domestic travel operations.
    - Strong vendor relations to get best negotiated deals
    - Developing proposals pertaining client requirement
    - On field execution of corporate events; end to end management of events, right from recce to formulating the checklists for room allocations, transfers, logistics etc.
    - Have travelled across India and holding experience in execution of events across countries e.g. Thailand, SriLanka and Dubai. Managed groups from 100 -1000 people.
    - Accompanying groups on trips and making sure that everything moves smoothly. Have managed groups / corporate events across cities like Goa, Kochi, Trivandrum, Hyderabad, Chennai, Delhi, Kolkata, Jaipur etc.
    - Accompanying the sales team on meetings with client
    - Managed end to end bookings for corporate groups including location finalization, hotel booking, arrangements for team building professionals, merchandise and awards management etc.
    - Maintaining daily reports and transactions of MICE queries
    - Maintaining in-house operation works (Internal staff travel, stay and other logistics)
    - Arranged client approved travel plans through network of reputable vendors
    - Managed client inquiries and kept them updated on progress through a range of communication channels
    - Minimized stress on clients associated with travel arrangements
    - Coordinating with Finance team for the account settlement of the vendor
    - Follow up on the purchase orders and invoices
    - Vendor account Reconciliation
    - Working knowledge of GST; dealt with client on the benefits of GST input credit
    - Managed daily office correspondence

**Company: Myntra Designs Private Limited Position: Customer Executive Champion**

**Duration: August 2014 – October 2015**

***Job Responsibilities:***

* + - Answering calls professionally to provide information about products and services, obtain / cancel orders, or obtain details of complaints.
    - Keep records of customer interactions and transactions, recording details of inquiries, complaints, and comments, as well as taking actions. Process orders, forms and applications.
    - Follow up to ensure that appropriate actions were taken on customers' requests.
    - Refer unresolved customer grievances or special requests to designated departments for further investigation.
    - Delivering partner support with all their issues regarding onboarding, cataloging, overselling etc.
    - One stop shop solution for all the partner enquiries.
    - Improving process by providing process improvement ideas.
    - Reaching out to the various departments internally to provide best resolutions to the partners.
    - Training the new vendors on using the application to upload the discounts and inventory.

**Company: Just Dial Position: Area Sales Manager**

**Duration: June 2013 – April 2014**

***Job Responsibilities:***

* + - Managing, training and motivating existing sales team to drive revenue growth
    - Developing and managing an efficient distribution network to improve sales performance.
    - Coordinating with Zonal Sales Manager to enhance sales performance
    - Maintaining relationship with existing customers for repeat business.
    - Providing timely feedback to the sales personnel regarding their sales performance.
    - Developing creative promotional strategies to attract more customers.
    - Maintaining contacts with financial center personnel, processionals and personal contacts to build referrals

# Academic Qualifications:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Qualification** | **University** | **Year of Passing** | **Aggregate** |
|  | Bachelor of Commerce (Tourism) | Christ University | 2013 | 60% |
|  | P.U.C | Krupanidhi Pre-University College | 2010 | 71% |
|  | S.S.L.C | Sujana Convent | 2007 | 71% |

**Technical Skills:**

## Operating System – MS Windows

* MS Word, MS Excel, MS PowerPoint and outlook
* computer software and hardware technical snags

**Extra-Curricular:**

* + - Participated in Intra-College Theatre Fests, Inter-College Cricket tournaments and Peer education
    - Internship with Air India for 01 month
    - Athlete, cricketer in college

# Personal Details:

Date of Birth : 21/07/1991

Passport No : M4401014

Language (Read and Write) : English, Kannada, Tamil, Hindi. Marital Status : Single

Hobbies : Listening to Music, Playing outdoor games

# References:

## Available on request.