ANIL SINGH

21 TARKA SIDDHANTA LANE, BALLY HOWRAH-711201

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### **OBJECTIVE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 To implement all the learned skills for successful performance and

 carrying the promise to excel and carry the organization to newer

 Heights.

**OVERVIEW**

 Professional with more than 18 years of experience in Operations,

 Products and Contracting, Visa Processing, Marketing,

 Public Relation, General Administration and

 Customer Relation Management in the service industry.

**PROFESSIONAL EXPERIENCE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **SAILANI Tours N Travels Pvt Ltd. (October 2019 – Present)**

 **Head of Operations, Products and Supplier Contracting**

* Heading Overall Operations at present for Out Bounds Tours for all GIT, FIT Branch and Franchisees.
* GIT Products, Negotiations and Contracting with Overseas Suppliers.
* All post sale procedures. Heading and Liasoning with all verticals including Sales, Tickets, Foreign Exchange and all Tour Management verticals.
* Ensuring smooth process of Visas and Group Tours. Maintaining professional relationships with Consulates/ Embassies.
* Recruiting and Training of new professionals

 **COX AND KINGS LTD. (February 2008 – September 2019)**

 **Manager (Operations Head- East)**

* Heading Overall Operations at present for Out Bounds Tours for all GIT, FIT and School Groups Division and Gateway Goddess depts for Branch and Franchisees.
* Profile includes all post sale procedures. Liasoning with all verticals including Sales, Tickets, Central Operations at Head Office ensuring smooth process of Visas and Group Tours
* Handled the Visa department for all **GIT, FIT, Ezeego, MICE and School Groups Division, Trip 360 and Gateway Goddess depts for Branch and Franchisees. It involved handling a team of 30-35 people** covering both Visas and Operational processes that included verification of documents and Customer Handling
* Recruiting and Training of new professionals
* Traveling to International Destinations towards Contracting and handling Leisure and MICE groups.

 **T.T. SERVICES (ttk Group) (April 2002- Jan 2008)**

 **Senior Visa Support Executive and Supervisor**

* **Assisting U.S.A. Visa applicants in the U.S. Consulate, Kolkata.**
* Effectively launched the new project **Visas For The World** (VFW) in Kolkata.
* Handling overall Marketing for the Kolkata branch for visas covering the entire Eastern India.
* Handling **Corporate Relations**.
* Supervision of the entire Visa Support Service (Documentation and Visa Processing) provided to the visa applicants which includes Customer Support and application processing for countries like, U.S.A, U.K, Singapore, Malaysia and Schengen territories and other European Countries.
* Responsible for the entire Operation Management (Admin).
* Responsible for revenue collections for entire Eastern Zone.
* Co-Ordination with all branches in India (for Visa operations, updations etc).
* Shouldering the responsibility of System Maintenance.
* Co-Ordination with the technical team for successful maintenance of the official website- [**www.ttsvisas.com**](http://www.ttsvisas.com)
* Maintaining and generating MIS Reports for Collections, Dispatching of Passports and Operational Reports on a weekly, monthly and yearly basis.
* Recruiting and Training of new professionals for **VFW.**

#  INVEST ONE (October 2001 – March2002)

## Business Development Executive

* Helping customers in opening Current Accounts and Savings Accounts.
* Opening Household Accounts.
* Opening CITIjunior Accounts.
* Providing information on Investments.
* Handling customer queries with appointment and through telephonic conversations.
* Increasing division revenues for each sales associate.
* Expanded sales to include Mass Market Accounts.

**ICICI Capitals (January2000- October 2001)**

 **Business Development Executive**

* Helping customers in opening and transacting on Online D-Mat Share Trading Accounts and handling customer grievances.
* Handling Customer Support Segment and report generations.
* Training of new recruits.

### **EDUCATIONAL QUALIFICATION**\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **COLLEGE/SCHOOL DEGREE YEAR**

 **Ananda Mohan College B.COM 1999**

#### Sri Maheshwari Vidyalaya H.S 1997

 **Sunrise {Eng. Med} I.C.S.E. 1995**

### **TECHNICAL QUALIFICATION** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **INSTITUTE DEGREE YEAR .**

 **NIIT i-GNIIT 2000-2004**

### **PROFESSIONAL QUALIFICATION** \_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **INSTITUTE DEGREE YEAR .**

 **Bhavan’s College PGD** in Industrial Relations **2000-2001**

 **Of Management** and Personnel Management**.**

### **PROFESSIONAL TRAINING**

* **Quality Management Training** (QM) from Quality College and **Effective Communication and Personality Development** (ECPD) from NIS
* Trained in detection of Fraud Passport, Imposters, bogus Documents and false currency notes. Certificate obtained from **Immigration and Naturalization Services, Department Of Justice, U.S.A.**
* Obtained training in **Self Effectiveness** and **Leadership Quality**, Bangalore.
* Training in **Non-Immigrant Visas** from the **U.S.A. Consulate, British High Commission** and **NewZealand High Commission**.
* Trained in Recruitment of good Professional Personnel.

### **PROFESSIONAL ACHIVEMENTS\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Successfully launched **U.S.A., NewZealand, Singapore and Malaysian Operations** in the Kolkata Branch of T.T. Services.
* Successfully launched  **Visas for the World**  where all visas could be processed from one place, in T.T. services
* Sole participant from the Kolkata branch to support the technical team in designing T.T. Services Official website-[**www.ttsvisas.com**](http://www.ttsvisas.com)
* Initiated several operational standardizations for all the branches of India.
* **System Maintenance** including system handling and troubleshooting, Server Back-Up.
* Awarded as the **Best Employee** consecutively in the year 2003, 2004 and 2005 and 2006 quarterly, on the basis of initiative, customer support, quality management, crisis management, employee motivation and branch administration.
* Certification on various International destination Expert, Online
* Awarded as Best Operations Head, Pan India in Cox and Kings in 2018

**EXTRA CURRICULAR ACTIVITIES\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Singing, Poetry, Cricket.
* Teaching basic computer fundamentals for free of charge.

**DATE OF BIRTH**: 15th of June 1978

**FATHER’S NAME**: NAGENDRA SINGH

**MARITAL STATUS**: Married

**REFERENCE:** Available on Request

SIGNATURE

(ANIL SINGH)