

C.V. Bala Sangeeth kumar  
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**Objective:**

To work in an organization where the workforce is motivated and is given challenging opportunities for growth, and to provide the highest level of service by combining efficiency and skill with the right attitude, to ensure customer satisfaction.

**Educational / Technical Qualification:**

- B.B.M
- Computer Knowledge: Windows 98-2000-10 (Ms-Office ) MS- Office, Microsoft Office Power Point ( MS Word, Excel, Power Point, Painting, Google Sketch) & Internet Knowledge
- Basic in GALILEO (GDS)
- Corresponding through e-mails,

**Professional Experience:**

**Riya Holidays Pvt Ltd As a Team Lead  
(International – FIT & MICE Operations & handling Key Account)  
Jan 2019 to Till Date**

**Job Profile:**

- ❖ Managing supplier relationship Handling MICE / Group & FIT Operations.
- ❖ Delivering, within budget, that meet (and hopefully exceed) expectations.
- ❖ To ensure, the needs of the client are fulfilled in terms of banquet arrangement.
- ❖ Sales and Marketing of tour packages to different corporate, travel agencies and prepare itineraries and presentations.
- ❖ Client & Vendors Coordination's for Ticketing
- ❖ Client & Vendors for Coordination's for Visa's
- ❖ Event Coordination
- ❖ Communicating, maintaining and developing client relationships

**Achievements:**

- ❖ Successfully handled 30 Pax for Bhilwara Infotech Incentive Meet at Thailand

**Professional Experience:**

**Pacific World India As a Assistant Manager  
(International & Domestic – MICE & FIT Operations & handling Key Account)  
Oct 2016 to Jan 2019**

**Job Profile:**

- ❖ Managing supplier relationship Handling MICE / Group & FIT Operations.
- ❖ Delivering, within budget, that meet (and hopefully exceed) expectations.
- ❖ To ensure, the needs of the client are fulfilled in terms of banquet arrangement.
- ❖ Sales and Marketing of tour packages to different corporate, travel agencies and prepare itineraries and presentations.
- ❖ Client & Vendors Coordination's for Ticketing
- ❖ Client & Vendors for Coordination's for Visa's
- ❖ Event Coordination
- ❖ Communicating, maintaining and developing client relationships

**Achievements:**

- ❖ Successfully handled 80 pax for ABB Partners Meet at Kathmandu
- ❖ Successfully handled 50 pax for Waters Meet at Dubai
- ❖ Successfully handled 340 pax for Samsung Partners Meet at Barcelona
- ❖ Successfully handled 270 pax for Exide Life Insurance Meet at Thailand
- ❖ Successfully handled 170 pax for Exide Life Insurance Meet at Russia (Moscow)
- ❖ Successfully handled 850 pax for Unique Merchants' Meet at Dubai

- ❖ Successfully handled 50 + 50 pax for S K Agro Chemical Meet at Dubai
- ❖ Successfully handled 197 pax for Varna Pumps Dealers Meet at Bali
- ❖ Successfully handled 90 pax for Zuari Cements Dealers Meet at UK & Dubai

**Professional Experience:**

**Mercury Travels Limited As a Assistant Manager  
(International & Domestic – GROUP & FIT Operations)  
Oct 2013 to Sep 30 2016**

**Job Profile:**

- ❖ Managing supplier relationship Handling MICE / Group & FIT Operations.
- ❖ Delivering, within budget, that meet (and hopefully exceed) expectations.
- ❖ To ensure, the needs of the client are fulfilled in terms of banquet arrangement.
- ❖ Coordinating with client & DMC Vendor, Visa Vendor Ticketing Team
- ❖ Sales and Marketing of tour packages to different corporate, travel agencies and prepare itineraries and presentations.
- ❖ Communicating, maintaining and developing client relationships

**Achievements:**

- ❖ Successfully handled 80 pax for BCGS Maintenance Staff Meet at Hyderabad
- ❖ Successfully handled 35 pax for BCGS Students Meet at Andaman
- ❖ Successfully handled 45 pax for CSI Group Greece & Turkey
- ❖ Successfully handled 40 -45 pax for Holy Land Group (4 Groups in 2Yrs)
- ❖ Successfully handled 40 pax for B2B Travels at Dubai

**Account Manager (MICE OPS)  
Journiey Worldwide  
June 2009 to Sep 2013**

**Organizational Highlights**

Journiey Worldwide is a conference facilitating company providing unparallel experience and ample capabilities in conferencing and hospitality industry all over the world.

**Job Profile:**

- ❖ Conducting various residential and non residential conferences.
- ❖ Managing supplier relationship Handling MICE
- ❖ Delivering events on time, within budget, that meet (and hopefully exceed) expectations.
- ❖ Ensure client entertainment by organizing events such as Gala dinner along with live band, DJ, Carnival Night, theme parties, coffee talk and various other concepts of festivities
- ❖ To ensure, the needs of the client are fulfilled in terms of banquet arrangement.
- ❖ Sales and Marketing of tour packages to different corporate, travel agencies and prepare itineraries and presentations.
- ❖ Communicating, maintaining and developing client relationships
- ❖ Travelling to on site inspections and project managing events
- ❖ To travel with groups as their tour manager across the country & abroad
- ❖ Welcoming groups of holiday makers at their starting point and announcing details of travel arrangements and stop-over points
- ❖ Managing operational and administrative functions to ensure specific projects are delivered efficiently
- ❖ Ensuring excellent customer service and quality delivery
- ❖ Setting, communicating and maintaining timelines and priorities on every project
- ❖ Be able to work as part of a team
- ❖ Coordinating with hotels for effective booking.
- ❖ Coordinating with vendors for logistics and technical aspects of an event.
- ❖ Designing flexible tour packages to meet the needs of different clients
- ❖ Development of domestic and international packages by visiting destinations and suggesting interesting travel routes or places of interest
- ❖ Creating - Rooming, Arrival and Departure list, Tour Itinerary, Client Presentation,
- ❖ Ensuring smooth flow of airline operations ie, tickets issuance/ endorsements/ cancellations, visa process
- ❖ Planning of site seeing locations for clients.

- ❖ Product Launch for various clients and also handling in-house theme parties for clients.

**Achievements:**

- ❖ Successfully handled 500 pax for HP India sales Pvt Ltd at Singapore
- ❖ Successfully handled 1200 pax (3 groups) for HP global soft Pvt Ltd at Bangalore
- ❖ Traveled to Hong Kong, Amsterdam, Paris, Moscow, Singapore, Bangkok, Bali (Indonesia) Cape Town and Johannesburg (South Africa) as Tour Manager and successfully managed events for HP India Sales Pvt Ltd.
- ❖ Co-ordinate for over 20 locations with respect to bookings for Glenmark Pharmaceuticals.
- ❖ Increased the overall profitability for Journey Worldwide, by enhancing conference & event for the company.

**Asst Manager – Operations / Facilities**

**Building Control Solutions (I) Pvt Ltd**

**From 2007 To 2009**

**Job Profile: -**

- ❖ Responsible for day to day parking operations of customer at leading Mall / Airports,
- ❖ Responsible for revenue collections through parking at respected Mall / Airports,
- ❖ Delegation of work to CCA'S and Team Leaders at locations handling a strength of 60 + man power at Mall / Airports,
- ❖ Recruiting and giving training CCA'S, TL, and Supervisor,
- ❖ Interacting with customers and ensure that their requirements / services attended immediately at respective locations ( Mall / Airports )
- ❖ Responsible for all administrative work like attendance, leave, petty cash etc at the respective locations,
- ❖ Interacting with Mall Management / Air Port Authorities on day to day basis,
- ❖ Follow – up on payments / pending issues,
- ❖ Maintain regular check on inventories and place for the monthly requirements for the particular locations, ( eg: - Stationeries, Consumables, Capital Goods etc )
- ❖ Report to COO / Director regularly about the developments at the particular locations.

**Help Desk / Supervisor Facilities**

**Tech Clean India for I-flex Solutions Pvt Ltd**

**From 2005 To 2007**

**Job Profile:**

- ❖ Responsible for day to day Facilities Maintenance Activities of Staff Quarters, Guest house, Wear House and Office Infrastructure Maintenance work,
- ❖ Maintain regular check on inventories and place for the monthly requirements,
- ❖ Preparing lease and rent agreements, maintaining assets etc
- ❖ Getting approval for house rental, renewal of agreements and getting approval for rental cheque and distributing
- ❖ Handling telephone calls & e-mails, preparing schedules for complains make sure the problem is solved.
- ❖ Interacting with clients for future developments.
- ❖ Handling Phone calls and forwarding the calls & maintaining records of emp drawer and Cupboard keys
- ❖ Responsible for all administrative work like attendance, leave, petty cash etc
- ❖ Delegation of work to Electricians, Plumber, Carpenter, Painters etc at locations handling a strength of 20 + man power,
- ❖ Follow – up on payments / pending issues
- ❖ Interacting with staffs / vendors and ensure that their requirements / services attended immediately at respective locations
- ❖ Report to Location Manager / Admin Manager regularly about the developments at the particular locations

**Department Assistant / Demo Eng / Support Eng**  
**Carwel Pvt Ltd for Hewlett – Packard**  
**From 2003 to 2005**

**Job Profile:**

- ❖ Responsible for all the Printers, Scanners, DeskJet, Laptops etc,
- ❖ Show Demo to the Customers and Dealers,
- ❖ Coordinating with Customers / Dealers for the Demo Machines,
- ❖ Maintain regular check on inventories and place for the monthly requirements,
- ❖ Report to Department Coordinator / Country Manager regularly,

**PERSONAL DETAILS:**

**Name** : C. V. BALA SANGEETH KUMAR

**Nationality** : Indian

**Language Known** : English, Hindi, Kannada, Tamil, Malayalam and Telugu.

**Father's** : R Chinna Swamy

**Communication Address** : No: 401, VS Residency Apartment  
29<sup>th</sup> Cross, Kaggadaspura, Balaji Layout,  
C V Raman Nagar,  
Bangalore – 560 093

**Date of Birth** : 19<sup>th</sup> January 1985

**Sex** : Male

**Nationality** : Indian

**Hobbies** : Listening to Music,  
Playing and Watching Cricket,  
Watching T V, Football,  
Traveling, Reading Books, News Paper.

Thanking You,