Namrata Sagar

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I am result –driven and motivated working professional with over 6 years of experience of working in diverse environment. I am details – oriented and I maintain focus on delivering results under pressure ensuring accuracy and exceed expectation.

**Core Competencies**

|  |  |  |  |
| --- | --- | --- | --- |
| Key Account Management  Client Relationship Integration & Testing  Customer Service | Vendor Management  Contracting  Request for proposals & Quotations | Inventory Management  Operations  Pre & Post Sales  Remittances | Meaningful Conversation  Resolution skills  Strong Written & Oral Communication Skills  Quick Learner |

# Education

Completed Xth from CBSE Board in the year 1999

Completed XIIth from CBSE Board in the year 2001

01 Year Diploma in Tourism from Kuoni Academy from 2003 - 2004

# Professional Experience

# Worked with Uniglobe Air Travel Bureau: From 17th Sept 2013 – 07th Nov 2017

# Assistant Manager MICE & Leisure

# Team Size - 5

In Uniglobe my dealing was with the corporates and handling VIP & CIP customers like; Sony, Logitech, E&Y, MTS, Jubilant, Tech Mahindra etc. A complete corporate platform.

* Handling High end customers.
* Ensuring the best co-ordination with the coordinators.
* Corporate / Client meetings.
* Monitoring the team placed Pan India.
* Customizing the packages / itineraries as per the requirement of the client.
* Assisting the reporting heads & the vertical heads in their assignments.
* Handling the internal conferences, town halls and achievement parties.
* Handled a destination wedding in Oman at Al Bustan Hotel by Ritz Carlton.

# Worked with ACD (DMC) Yatra: From 07th Dec 2017 – 18th Feb 2019

# Assistant Manager Operations (B2B)

* Building relation with the agents
* Handling the queries coming from B2B agents
* Reverting with quotes and customized itineraries
* Follow up on the queries
* Processing bookings and dealing with destination teams
* Follow up on the confirmations
* Payment follow up with agents
* Operational Efficiency and post sales closure with accounts

# Worked with RED APPLE (DMC): From 18th Mar 2019 – 23rd May 2020

# Assistant Manager Operations & Sales Support (B2B)

# Team Size - 4

* Handling the team
* Building relation with the agents
* Handling the queries coming from B2B agents
* Reverting with quotes
* Follow up on the queries
* Processing bookings and dealing with destination teams
* Follow up on the confirmations
* Payment follow up with agents
* Operational Efficiency and post sales closure with accounts
* Handling escalations on ground
* Training agents about how to use RED APPLE portal

# Currently I am associated as a Brand Partner with Oriflame to maintain my Financial Independence by promoting the Wellness Range.

# For over 50 years, Oriflame has been empowering people to make a change in their lives by recommending and selling high quality beauty products inspired by nature and powered by Swedish science. Oriflame is Europe’s largest beauty company selling direct with a global community of over 3 million independent brand partners around the world.

# Seminars, Work Shops, Carnival, Road Shows & Trainings

* Australia Tourism Promotion
* Globus & Cosmos
* Switzerland Tourism Promotion
* Actively Participated in TUI Carnival at Select City Walk
* Oman Tourism Board Road Show
* Ireland Tourism Board Road Show
* IMEX 2016 in Germany
* Regional Conference of Uniglobe in Sept; 2015 in Udaipur
* Road Shows of ATB in collaboration with Nijhawan in HCL, Bharti AIRTEL & E&Y

**FAM Trip**

* Traveled to Singapore on Super Star Virgo Cruise
* Heritage village Manesar at Manesar ‘ Gurgaon
* Attended IMEX in Germany in 2016
* Turkey FAM hosted by Candid India in 2016

**Escorting**

* Escorted a Gillette group to Nanital
* Escorted a Gillette group to Gym Corbett