

**Naveen Kumar Sharma**

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**MIDDLE LEVEL MANAGEMENT PROFESSIONAL**

Hands-on team Management in travel domain operations for leisure clients for All Air fulfillment transactions, team management, Project Implementation, client calls and identify the business requirements by analysis and client communication. I have managed 3 Leaders and approx. 74FTE and process Quality professional with a focused approach, to improve organization culture change. Have delivered measurable benefits by utilizing Lean & Six- Sigma methodology. Also having good knowledge of GDS Script Development.

**SKILLS**

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| --- | --- |
| * Team Management. | * Cross-functional Team Leadership. |
| * Air Fulfillment (SCHD change/Ticketing//Void/ * /Fares/seat/Exch./Refund/RAD/ACM/ADM/Q Management) | * Analyze and understand the client or process requirement of Automation |
| * Project Implementation | * GDS (Amadeus, Gal and Sabre) and OBT tools |
| * Analytical Skills/ Revenue Generation and Analysis | * Leisure Travel and Retail Travel |
| * Identify business requirements. | * Script development GDS |
| * Strategic planning | * Invoicing on Wings and AGM tool. |
| * Vendor Management | * Client Handling |

**SYNOPSIS**

* Exposure in team management.
* Dynamic career of over 6 years in Operations, Quality/Strategic Quality and Training, reflecting pioneering experience and success in achieving improvements within organization.
* Analyze the business requirement during MBR, QBR and implementation discussion with clients and share the proposal with stakeholders.
* Fare rule Minor tool implemented. SMK modification to reduce defect.
* Exposure in implementation of **Automation** in the process.
* GDS script development and implementing ideas to simplify and standardize the procedures.
* Managing team size of **22 FTE** for **13 EMEA leisure client** LOB’s for Issuance, void, exchanges, refunds, Invoicing on wings tool, Invoicing on Wings and AGM tool, ADM/ACM’s, BSP Analysis and invoicing.
* Supported **2 Lean Six Sigma Green belt** project and 1 Lean **Project on Defect Reduction** with Analysis.
* **2nd Lean Six sigma project** on Retail **Loss** is under define phase.
* Significant experience in using Galileo, World Span, Amadeus, Apollo & Sabre Reservation Systems for ensuring seamless workflow.
* Organized training workshops to improve the performance of the members who were lagging in terms of performance
* Stupendous communication, interpersonal & analytical skills with unique combination of time management, strategic thinking, communication and influencing abilities.
* Implemented multiple Kaizen Projects for continuous improvement
* Process Trainer - **Trained (>50)** people in travel operations

**PROFESSIONAL TRAININGS**

* Advance Lean trained.
* Lean Six Sigma Yellow belt trained.
* Kaizen Certification.
* Train the Trainer certified (Carlson Wagonlit Travel)

**CAREER HIGHLIGHTS**

**Project/Department: Carlson Wagonlit Travel** **FR, FI, CH, NL, IT, BE, LU, DE, DK, SE, AT, UK and MSC Poland work migration in India.**

Migration was done one by one for 13 different Carlson Wagonlit Travels offices located in FR, FI, CH, NL, IT, BE, LU, DE, DK, SE, AT, UK, and Poland countries. As responsible for migration, solving complex business problems for the client and deliver significant value. also working as a subject matter expert and a trusted advisor to the country, using my business skills to provide objective advice and expertise, and help our clients with their pendency clearing proposal, forecasting, and other analytical needs. Working as the main contact person between higher Management of CWT France team and India team.

Translating the client needs into actionable requirements and putting in place a plan to deliver the same. In the case of new customer work added then share the FTE requirement and analysis of AHT. Responsible for drawing up the statement of work, demonstrating solution and presenting to customers our solutions and roadmaps as per consultant’s needs.

Working closely with the product management and engineering teams to ensure the right features are being prioritized at all times to make sure there will not be any problem in technology and other requirements for migration at Pune or Gurgaon India location. Bringing a continuous analysis and client focus into our product backlog grooming activities.

**Key Responsibilities**

**Support and Training**

* + Upskill our self by discussion and understand the requirements from country and then transfer the knowledge to the consultant.
  + Engaging with client on business needs and requirements
  + Managing consultant queries and challenges in production and creating FAQ file.
  + Writing and owning SOW and SOP’s with deliverables qualification.

**Client SPOC/Set Up and Integration**

* + On boarding of New Setups and CR delivery
    - Working with clients for detailed requirements, feasibility study
    - Working with DevOps/ Technical team to ensure requirements are clear for successful customer on boarding
    - Making sure all set up API integration and mapping of requirement is done as per client requirement.
    - Client communication on deliverables (Phases, Estimates, ETA)
  + Client engagement
    - Managing client queries on issues and challenges in deliveries.
    - Conduct the investigation and analysis to directly resolve the queries.
    - Periodic client calls to discuss new opportunities.
    - Periodic client visit (QBRs.)

**Project/Department: Carlson Wagonlit Travel outsource to Teleperformance**

Worked as a CWT client in Teleperformance (TP) and managing the outsource project for EMEA Air. Working with TP Dev, OPS and technical teams to share the technical requirements and make sure that those all requirements completed on time by TP by taking follow-up.

Providing required knowledge to TP consultants and make sure they can process the error free transaction. Trained the TP leaders regarding work management tricks so that they can manage the SLA. Created SOP and SOW for TP and make sure that every leader and consultant has the SOP in their system.

Ensure that TP team can manage the SLA of assigned tasks during my project and give instruction to CWT India team to manage work whenever TP team face challenges.

Share analysis to TP and CWT higher management regarding Technical requirements, AHT, Production, Quality, and other aspects. Analyse the other business requirements during discussion with TP and CWT management and share proposal with the management on that.

**Project/Department: Revenue Generation Management (Refund Tracker)**

Worked with the French Team for revenue generation project and implement that in India for CH, FI, FR, DE, AT, DK, SE, UK, NL, BE, and LU countries.

Coordinate with all team leaders to make sure we can generate revenue as much as possible in every week and resolve errors if made by consultants during transaction processing.

Also responsible for generating the revenue report on every weekend and share with respected stack holders of TP and CWT.

**PROFESSIONAL EXPERIENCE**

**Organization : Shree Info soft Partners**

**Duration : Mar’20 – Till Date.**

**Designation : Development Manager.**

**Notice Period : 2 Months**

Job Profile: Script development for GDS (Travel application) according the client requirement.

**Key Deliverables**

* Handling key client ATG travels (US corp. travel agency).
* Discussion with the client to Understand/Analyze client requirement.
* Sharing Idea’s with ATG to fix the problem related to the transaction process.
* Developing Amadeus and Sabre script or smart flow for ATG consultants which help to standardize and simplify the process.
* Public and personal Queue & Queue Category creation and assignment according to ATG requirement.

**Organization : Carlson Wagonlit Travel India Pvt Ltd (CWT outsourced to TP on 11th Nov’18)**

**Duration : Jul’18 – Mar’20.**

**Designation : Team Leader (Global Service Center).**

**Notice Period : 1 Months**

Job Profile: Travel operation with managing the team size of 22 FTE for 4 LOB’s for Air fulfillment tasks.

**Key Deliverables**

* Direct point of contact for clients and team for EMEA market and providing travel services to CWT key accounts based in Europe.
* Exposure in Process migration from **Europe** to India.
* Products - Refund, re-issuance, EMD, Void, BSP, ADM, ACM, Ticketing, Schedule Change, Invoicing, Queues management and wings application with 3 GDS platforms – Galileo, Amadeus & Sabre.
* Responsible for required business metrics – Productivity targets, reducing defects, minimizing heads, team scheduling, shrinkage, PTO, attrition, hiring, team engagement activities, service level, SOP, SOW, client management, occupancy etc.
* To meet external & internal business metrics targets as per client’s requirement and policies, meeting deadlines, delivering the best and being reliable for the business
* Focusing towards increasing revenue and implementing ideas.
* Conducting one-o-one and team meetings to fix individuals and team issues
* Effective communication with stakeholders and vendors - converting escalations into appreciations
* Recruitment, identifying training needs and getting team/individuals trained

**Implementations Experience –**

* **Fare rule Minor tool** implemented.
* Process migration from **France, Germany, Austria, Sweden, Denmark, Finland, and Switzerland** to CWT India.
* **MSC Clients** (Shell, Koch, RBC, Bose, Sarens, Nuance, Friesland and Campania etc.) Implemented to CWT India.

**Organization : Carlson Wagonlit Travel India Pvt Ltd**

**Duration : Sep’16 – Jun’18**

**Designation : Quality Analyst & Trainer (Global Service Center)**

Job Profile: Working as an Individual Contributor to Process improvement, compliance, and Transactional quality for Carlson Wagonlit Travel.

**Key Deliverables**

* Working on multiple projects on quality for overall operations.
* Mentored colleagues and peer group on Six Sigma projects and Created Formula Based tools on excels to for calculation of Airline refund’s
* Driving key initiatives like increase in efficiency for both front office and mid-back office.
* Taking care of overall governance on key metrics like productivity, internal & external quality and hygiene checks in the process.
* Analysis on overall operations SLA’s day-on-day basis.
* Analysis on occupancy and utilization for operations and Analysis on our overall KRA’s month-on-month.

**Achievements**

* Successfully implemented 2 Kaizens.
* Awarded by 8 Bravo awards during my tenure as senior travel counselor in CWT.
* Consistently in defects reduction.
* Achieving monthly CSAT targets.
* Completed one project on defect reduction and CSAT improvement.

**Organization : Carlson Wagonlit Travel India Pvt Ltd**

**Duration : May’14 – Sep’16**

**Designation : Senior Travel Counselor (Global Service Center)**

Job Profile: Working as an Individual Contributor to Process improvement, compliance and Transactional quality for Carlson Wagonlit Travel.

**Key Deliverables**

* Work Assignment/Distribution to the team and Support the Team on their queries.
* Client communication on team queries and escalations for different countries.
* Working for different LOB’s Italy, Belgium, Luxembourg, UK, Spain, Netherlands, Finland and Sweden.
* Internal quality check - Transaction auditing.
* Generate Calibration reports for IT, BE, LU, ES.
* Managing IT ADM reports to avoid SLA miss and client escalations.
* Modify IT, BE&LU, UK ADM tracking file to avoid formatting overwriting and Auto highlight tab to save SLA.
* Supporting the floor and distributing tasks to the team.
* SOP prepared of IT ADM and Refund.
* Responsible for Re-issue, Refunds and ADM’s.
* Refunds through Amadeus, Galileo GDS and BSP RA.
* Responsible for all type of refunds, e.g. Partial utilized ticket, net and negotiated Tickets.
* Responsible to communicate with airline through mails and try to save ADM losses.
* Track updates whenever we received from country or airline and share with team.

**Achievements**

* Successfully implemented 11 Kaizens.
* Awarded by 17 Bravo awards during my tenure as senior travel counselor in CWT.

**Organization : Interglobe Technologies Pvt. Ltd.**

**Duration : Feb’2012 – May’2014**

**Designation : Process Associate**

**Job Profile**: Worked as Process Associate Operations in Expedia Air fulfillment Team.

**Key Deliverables**

* Handling Ticketing, Schedule change, Reissue, Refund, BSP RA, BSP reconciliation, BSP ADM, BSP ACM of Expedia customers.
* Work for Expedia for Six different APAC (IN, TH, AU, NZ, and JP) countries and ensuring absolute adherence to process SLA guidelines/Eg: AHT, Productivity, Quality parameters.
* Work assignment Provide on floor training to new hires.
* Handling client escalations from different countries.
* Managing 24/7 Operations – Non-Voice L.O.B.

**Achievements**

* Consistently meeting SLA targets month-on-month.
* Update management tool created.
* Awarded by best performed in my 2nd month in Expedia.
* Created Knowledge management tool for centralized the complete required information for all six countries.

**Organization : Intelenet Global Services.**

**Duration : May’2011 – Feb’2012**

**Designation : Process Associate**

**Job Profile**: Worked as Process Associate Operations in Yatra.com.

* Work in payment rejection team and creating booking on Amadeus and for LCC Airlines. Responsible to resolve customer queries.
* Ensuring absolute adherence to process SLA guidelines/Eg: AHT, Productivity, Quality parameters.

**GDS & Microsoft Tools**

* Amadeus/Galileo/Sabre
* Visio
* Advance Excel
* Power point, Word

**ACADEMIC CREDENTIALS**

* Master in compute Application from PTU.
* Bachelor’s in computer application from MDU.
* Intermediate in commerce from HBSE Board.
* Matriculation from HBSE Board