

## **RESUME**

**ANURAG V. THAKKAR**

93, Nilgiri Society, Part-II,

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Vatva, Ahmadabad 382440.

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### **OBJECTIVE**

I would like to work in an organization that allows me to utilize my skills and talent; so as to realizing my full creative potential & thus creating an environment that encourages continuous learning, teamwork and quality

### **PERSONAL DETAILS**

Name: Anurag Thakkar

Father's Name: Vishnubhai Thakkar

Date of Birth: 31<sup>st</sup> August 1991

Marital Status: Single

Nationality: Indian

Language: English, Gujarati & Hindi

Hobbies: Traveling, To Earn & Learn

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Permanent Address: As above

### **ACADEMIC QUALIFICATION**

Degree	Board/ University	Year	%
S.S.C	Gujarat Board	2006	67.00%
H.S.C	Gujarat Board	2009	65.00%
B. Com	Gujarat University	2009-2012	61.00%

### **ADDITIONAL QUALIFICATION**

I had already completed my CCHN course from ECIL-ECIT institute, which is covered,  
A+, N+, CCNA, LINUX, UNIX, MCSE

### **PERSONAL SKILL**

- Comprehensive problem-solving abilities, excellent verbal and written
- Communication skills.
- Ability to deal with Different Kind of people Willingness to learn.
- Hard working and strong believes in discipline
- Ability to demonstrate and self-motivated, reliable, ambitious, and cheerful
- To Drive a Sales and Convince a Customers to Make a Payment
- To manage a team for Performance and Targets.
- To motivate the team Members

### **EXPERIENCE**

#### **MOTIF INDIA INFOTECH PVT. LTD. (MAKEMYTRIP.COM)**

Duration: 21<sup>st</sup> May 2012 to 31<sup>st</sup> January 2016

#### **Roles & Responsibilities:**

#### **MOTIF INDIA INFOTECH PVT. LTD. (MAKEMYTRIP.COM)**

##### **As a seller (May 2012-Macrh 2014)**

- Discuss client's requirements and provide advice on worldwide destinations, tours, accommodation, and flights
- Plan, prepare and cost itineraries for clients
- Issue tickets, accommodation vouchers and all other relevant documentation
- Confirm bookings and notify clients of luggage, insurance, medical, passport, visa, and currency requirements
- Using online vendors site like DOTW, Hotel beds, GTA, Luxury tours, Rail Europe
- Friendly with Amadeus and Global distribution system (Amadeus Basic)
- To Convince the Customers and Giving them a Packages as per their Requirements

##### **As a Team Leader (March 2014- till 31<sup>st</sup> Jan 2016)**

- To handle an escalation (If any) smoothly without customer dissatisfaction on call or chat
- To take an interview for vacancy on sales and product level
- To deliver over achievement performance for nesting team on each month without any escalations and losses
- To manage team and to get sales from each member of the team
- To motivate them to perform in an excellent manner
- To help wherever they stuck in converting the sale
- Refresh their knowledge about systems like CRM, Navision, HP Tool, Amadeus, product knowledge
- To monitor their work and check their work quality
- Understanding the areas of improvements in low performers and helping them to reach their highest potentials
- Taking care of client communication and escalations

- Consistence TL performer for overachieving monthly targets for Nesting Team

**SOTC Travel Ltd. (Formerly SOTC Travel Pvt. Ltd.) Feb 2016 Till Jan 2018**

- To handle walk in client at Franchisee and provide them a tour packages including Domestic & International
- Designing Package according to client requirements
- To manage leads in CRM and sometime need to do sales call
- To manage and handle escalations face to face with client smoothly without client's dissatisfaction
- Need to generate the lead from market by visiting MNC's and Local tour Operators

**MakeMyTrip India Pvt Ltd. (Feb 2018 August 2019)**

- To handle admin work & maintenance of office also with the help of office boys
- To handle walk in client at Retail Office and provide them a tour packages including Domestic & International (SH & LH)
- Designing Package according to client requirements
- To manage and handle escalations on call and face to face with client smoothly without client's dissatisfaction
- To manage leads in CRM/AVAYA Calls/ After Sales Service
- Need to generate the lead from market by visiting MNC's and Local tour Operators
- Supplier Interaction and negotiation for the FIT quote
- Friendly with Amadeus and Global distribution system (Amadeus Basic)
- To prepare & maintain various data for branch and for Manager on weekly, monthly, and yearly basis
- Using online vendors site like DOTW, Hotel beds, GTA, Luxury tours, Rail Europe

**SATGURU TARVELS PVT LTD MAPUTO MOZAMBIQUE (September 2019 to Continue...)**

- Handled Corporate Clients for Ticketing, Hotels, Packages, Transfers, Visa & Insurance (Coca Cola, WHO, WWF, FAO, KPMG, UNDP, UNWOMEN, UNFPA, High Commission of India, ICVL, OLAM, TATA, GODREJ, EY, AGA KHAN, ETG, IYFNET, SCANIA)
- Selling Medical Products like, Mask, Sanitizer, Thermometers, Gloves, PPE KIT, etc., (B2B & B2C)
- Handling Cargo and Commodity leads (IMPORT, EXPORT, LCL, FCL)
- To handle Quotation Inquiry from Corporate and NON-IATA client for Tickets, Hotel & Tours
- To offer them Various options so that they can choose best option suitable to them
- Work on Amadeus for Ticket Issuance/Reissuance/Cancellation/Void
- Need to generate the lead from Corporate and Non-IATA Agents

**SALARY:**

- As per my skill, knowledge, and work experience
- I hereby declare that the information given above is true to the best of my knowledge

**(ANURAG THAKKAR)**