**RESUME**

****

**ARCHANA KUMARI**

CONTACT NO. +91 9015659886

EMAIL ID**: archana.kumari06@yahoo.com**

**OBJECTIVE**

# Industrious and enthusiastic management professional offering 09+ year’s experience. Proven to consistently meet productivity, business and customer service objectives. Skillfully work with all employees to enhance performance and improve day-to-day processes. Diplomatic in resolving internal and customer issues to maximize satisfaction.

**Skills**:

* Sales and marketing
* MS Office
* Verbal and written communication
* Operations management
* Customer service
* Team management
* Operational improvement

**Working as Manager (Holidays Department) with EBIX New Delhi Oct 2018 to Till date**

**CURRENT JOB RSEPONSIBILITIES**

* Developing product
* Prepared PPT for corporate products.
* Handling group query .(corporate events , collage movement etc)
* Lead Analysis
* Maintaining department CRM Dashboard.
* Monitoring sales team for sales & pipelines.
* Execution in hot leads with team
* Collaborate with Market team.
* Monitoring and supervising the team to ensure all confirmed files are being operated smoothly and offered services are delivered in time with appraising results.
* Prepared PPT for corporate products.
* New product orientation and conduct training and promotion.
* PR with clients and vendors
* Manage entire life cycle of events including accounting, documentation etc… while the clients are on tour.
* Well versed with designing of itineraries, quotations & costing and ensure proper cost control. Dealing with customer enquiries & meeting their expectations.
* Liaison with hotels, transporters, airlines and other service providers and negotiate for better rates whenever necessary.
* Liaison with service providers and suppliers, coordinate & follow up with the respective foreign market manager, and product manager.
* MIS for Sales Report / Target’s / New Project’s.
* One-point complete file handling management, and Independently handling fit’s/group’s.
* Processing reservations to hotels/airlines/train/safaris and other services.
* Checking vehicles/transports for quality control, reporting to management and ensure co-ordination between operations and transport team.
* Ensure high quality services delivery.

# WORK EXPERIENCE

* 2014– 2018

Worked as **Assistant Manager ( B2B Holidays Department )**with Via.com ( Flight Raja travel Pvt ltd new Delhi

**Handled FIT’s & Corporate Movement - Operations & sales For Flight Raja Travel pvt Ltd ( 2014 -2018 )**

* 2014– 2011

Worked as **Sr. Executive with (Holidays & Mice department)** with Travel Masti Pvt Ltd New Delhi

# PROJECTS UNDERTAKEN

Project: 1 Mahatma Gandhi Kashi Vidhyaphit , Varanasi 2008

Title: Project on GHAT Of Varanasi

Project: 2 : BANARAS HINDU UNIVERSITY, Varanasi 2010

Title: Project on Koti Kanasar-A Rural Destination in Uttarakhand

Project: 3

Title: Project on Kerala-kanyakumari-Goa. An educational trip South India.

**On Job 03 Month Training: TCI (Thomas Cook India Ltd.) (May to July 2010)**

* (Department of Inbound Leisure E-Business)
* **Handled FIT’s inbound movement.**

# EXTRA CURRICULAR:

* **Participated in XIX Commonwealth Games Delhi, 2010**

**Designation**- Transport assistant at Jawaharlal Nehru stadium.

ü Responsible for interaction with VIP’s and guest.

ü Responsible provide transport

* Participated 21 Days Volunteer Training Programme organized by MINISTRY OF TOURISM .
* Managed events like: World Tourism day celebration annual sports, cultural day in college time.
* Managed many departmental tours in Goa and Kerala .
* Participated in in seminar’s On world Tourism Day
* Certificate in Photography from Banaras Hindu University.
* Certificate in yoga from Banaras Hindu University.
* Participate in (READ INDIA MOVEMENT 07).
* Scout/Guide certificate.

**AREA COVERED – DOMESTIC**

* **Northern Region: -** Rajasthan, Uttar Pradesh, Himachal Pradesh, Uttaranchal & Kashmir.
* **Eastern Region :-** Kolkata, Darjeeling, Sikkim, Kalimpong
* **Western Region :-** Mumbai, Goa, Arungabad, Pune, Bangalore
* **Southern Region :-** Cochin, Munnar, Alleppey , Kovalam , Kanyakumari & Trivandrum

# AREA COVERED – INTERNATIONAL

* Singapore , Bali & Nepal

# EDUCATIONAL QUALIFICATION

* Master in Tourism Management from Banaras Hindu University
* Bachelor in Art’s ( Economics & Sociology )
* 10+2 in Science Stream
* 10th in Science Stream

# COMPUTER QUALIFICATION

# Diploma in Desktop Publishing.

# PERSONAL DATA

Father’s Name : Mr.Kanhaiya Lal

Mother’s Name : Mrs.Vimala Devi

Place of Birth : VARANASI (UP)

Nationality : Indian

DOB : 24 -12 -1986

Sex : Female

Languages Known : English, Hindi & Basic French & Germany

Hobbies : Travelling, Photography & dance

**DECLARATION**

I **Archana Kumari** hereby solemnly declare that, the above information & details given by me

are true and correct to the best of my knowledge & belief, and nothing has been hidden by me.

Date: 08 / 06 / 2020

Sd/-

Place: New Delhi – 110059, India **Archana Kumari**