

**SONALIKA SWAIN**

**Nationality: Indian**

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**CAREER OBJECTIVE**

To deliver the best of my knowledge and skills for the job I am assigned and to grow along with the organization I work for and also being a contributing team member in a challenging work environment, which utilizes my skills and provides scope for personal growth, while being innovative and flexible.

**EDUCATION**

* Graduate in History (Hons 1st class.) 2nd Topper from Ramadevi Women’s Autonomous College.
* Post Graduate in History (1st Class). From Utkal university, Bhubaneswar .
* PGDMTT Degree in Travel and Tourism from IITTM (equivalent to M.B.A), Bhubaneswar, specialization in Air cargo and Destination Marketing.(1st class )

**PROFESSIONAL EXPERIENCE**

**Travel Tours Pvt Ltd (April 2014 – November 2014)**

**Assistant Manager**

**Work Profile:**

* Complete Travel Related Assistance which includes itinerary preparation, hotel reservation, perfect flight routing, sightseeing and transfer arrangements and ultimately making the travel experience easy and memorable for the clients.
* Handling the cruise reservations, dealing with the cruise vendors for the latest updates and tariff.
* One point of contact for all the retail cruise queries for the company pan India.
* Negotiate on hotel rates with the supplier and also with the hotel.
* Customer’s Data Management.
* Expertise in itinerary preparation for the Europe and other Exotic destinations like South Africa, Australia, New Zealand, etc.
* Handling & Implementing new procedures to make the Travel Simple & Pleasant.
* Attending all types of enquiries and converting it into a confirmed booking.
* Efficient in handling walk –in customers, group customers and corporate clients as well.

**Kuoni Travel India Pvt Ltd (March 2011- April 2014)**

**Sr.** **Executive Sales**

**Work Profile:**

* Complete Travel Related Assistance which includes itinerary preparation, hotel reservation, perfect flight routing, sightseeing and transfer arrangements and ultimately making the travel experience easy and memorable for the clients.
* Negotiate on hotel rates with the supplier and also with the hotel.
* Negotiate on Fares with the supplier and Airlines.
* Analyze on the fare calculations & get the right routing to the Passenger.
* Customer’s Data Management.
* Expertise in itinerary preparation for the Europe and other Exotic destinations like South Africa, Australia, New Zealand, etc.
* Handling & Implementing new procedures to make the Travel Simple & Pleasant
* Attending all types of enquiries and converting it into a confirmed booking.
* Efficient in handling walk –in customers, group customers and corporate clients as well.
* Assisting in Visa processing.

**Cox & Kings (March 2010-March 2011)**

**Executive Sales**

**Work Profile:**

* Assisting FIT, GIT and domestic travel plans.
* Assisting on VISA processing.
* Blocking the PNR in GALILEO.
* Communicating offers & discounts to the passengers.
* Creating sales reports on weekly and monthly basis using MS Excel.

**Frontier Holidays**

**Executive Sales (July 2009 – Mar 2010)**

**Work Profile:**

* Assisting FIT and domestic travel plans.
* Assisting on VISA processing.
* Blocking the PNR in GALILEO.
* Communicating offers & discounts to the passengers.
* Creating sales reports on weekly and monthly basis using MS Excel.

**Achievements**

* Was in top ten best performers Pan India, League of champions, 2013 (Kuoni , Bangalore)
* Was also successful in achieving my given targets most of the time.
* Travelled to Singapore, Malaysia, Thailand and Srilanka as part of an incentive program for consistent performance and reaching the targets.
* Efficient in handling various travel online portals mainly GTA, STORM, TRAVCO & KOBRA.
* Good in preparing itineraries for all the international destinations.
* Was announced as the star sales person for 3 months consecutively in 2013.

**Exposures**

* Have attended road shows organized by SOTC at Leela Palace on January2013 and was able to convert 25 bookings out of the 50 pax attended.
* Have attended road shows organized by SOTC at The Pride Hotel on July 2013 and was able to convert 19 bookings out of the 35 pax attended.
* Worked as an Executive in **MANVIK TRAVELS**, Hyderabad an IATA approved travel agency (ticketing and reservations),for seven months. (which was a part of my syllabus)
* Two months of Summer Training in Benzy Holidays (Akbar Group)
* Have under gone One week of Galileo training at Hyderabad
* Have attended Abacus training at Bangalore

**COMPUTER PROFICIENCY & CERTIFICATIONS**

1. MS Office (MS PowerPoint, MS Word, MS Outlook)
2. Good knowledge about Windows and Internet applications.
3. Good typing skills (60-70wpm)
4. Basic certificate course from “**Atal Bihari Vajpayee Institute of**  **Mountaineering and Allied Sports**”, Manali, Himachal Pradesh

**PERSONAL SKILLS**

* Flexible with shifts/departments rotation and mobility (relocating)

**PERSONAL DETAILS**

* + **Date of Birth :** 15th December 1986
  + **Place of Birth :** Bhubaneswar, India
  + **Language known :**  English, Oriya and Hindi.
  + **Nationality :** Indian
  + **Marital Status :**  Married
  + **Visa Status** : Tourist Visa
  + **Hobbies & Interests** : writing stories, Traveling and Painting.
  + **References :** Available on request.