**Mr EZHAM .S. BALAGAN**

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**Career Objective**

To prioritize clientele services and customer contacts towards achieving agreed business aims, including cost and sales-especially managing personal time and productivity in today’s competitive industry.

**PROFESSIONAL EXPERIENCE:**

**Corporate Domain in UAE**

**Organization: ITL World Travel And Tourism LLC Duration:-Nov2014 – till date.**

**Corporate Domain in India**

**Organization: American Express India Private Ltd Duration:-Jun2013 – Sep 2014**

**Organization: BCD Travels India Pvt Ltd (Capgemini Implant) Duration:-Jul 2012 – Jun2013**

**Organization: ATP Instone India Pvt Ltd Duration:-Jun 2011 - Jun 2012**

**Organization: HRG Sita India Pvt Ltd Duration:-Feb 2010 – Jun 2011**

**Designation : Sales support co-ordinator (In UAE)**

**Designation: Sr Travel Consultant (In India)**

**JOB PROFILE IN UAE**

* Handling Worldwide Hotel bookings and Packages
* Issuing Hotel booking through Direct Hotels, Suppliers and online websites (**TBO,GTA,DOTW, Hotel Beds, Lots of Hotel and GDS**)
* Handling B2B Local agents
* Handling car rentals and airport Transfers, Meet and Assistance, Travel Insurance,
* Negotiating rates with Supplier and Hotels in Special Cases. Updating Sales team ongoing promotions
* Preparing SOP to be implemented by agents.
* Achieving targets set by Management
* Maintaining day to day And Monthly Sales Report

**JOB PROFILE IN INDIA**

* Quoting cost effective routing and fares by proposing multiple options bearing proposed budget.
* Analyzing and proposing quotes within the stipulated budget for SR Level Management members, bearing time constraint and other factors that curbs down the cost.
* Booking hotels and service apartments within stipulated budget which involves negotiating skills.
* Issuing travel insurance.
* Processing refunds and settling of accounts on fortnight basis to ensure smooth flow of refunds and maintaining refund tracks for audit purpose.
* Assisting clients with visa related queries and issuing visa which involves communication (verbal and written) with Consulates, Embassies and Visa Service providers
* Routinely following up on proposed quotations of airfares and offering alternate options to generate sales and understanding the budget in finance operation.
* Maintaining sound and healthy rapport with all the clients for smooth operational function.
* Preparing Daily & Monthly sales and revenue report and analyzing the volume of business.
* Assisting travelers with their special service request in case of need.

**IMPLANT EXPERIENCE:**

Whilst my tenure with HRG SITA INDIA PVT LTD.

Worked in below implants

1:- Nomura India Pvt Ltd. from Feb 2010 - Feb 2011.

2:-Barclays India Pvt Ltd. from Feb 2011 - Jun 2011.

**CORPORATE EXPERIENCE:**

Whilst my tenure with ATP INSTONE INDIA PVT LTD

Handled business of below corporate’s

1:-SVB India Pvt Ltd (Silicon Valley Bank. Mumbai and Bengaluru)

2:-Nexus India Pvt Ltd.

3:-Jindal Drilling.

4:-Weatherford India Pvt Ltd.

5:-Wockhardt Hospital.

Whilst my tenure with BCD India PvtLtd

Handled business of Capgemini India Pvt Ltd.

**TRAVEL AGENCY EXPERIENCE**

**Organization: Riya Travels India Pvt Ltd Duration:-Jun 2008 – Jan 2010**

**Designation: Travel Consultant (Front office Executive)**

**JOB PROFILE**

* Handling queries of walking passengers.
* Quoting competitive fares to generate sales.
* Issuing and re-issuing tickets .
* Assisting passengers with shortest routing and low fares.
* Maintaining daily sales report.
* Processing refunds of tickets
* Liaising with airlines for seat confirmations.
* Quoting group fares.
* Issuing tickets against vouchers
* Issuing AD tickets.
* Handling queries of first time travelers and freelancers.

**AIRLINES EXPERIENCE**

**Organization: Sri-Lankan Airlines Duration:-Sep 2007 – May 2008**

**Designation: Reservation cum Sales Agent (Front office Executive)**

**JOB PROFILE:**

* Preparing daily flight sheet.
* Assisting walkin passengers with issuance of tickets, Vouchers and MCO’s
* Issuing and re issuing of tickets.
* Assisting travel agents with seat confirmation.
* Issuing group tickets of travel agents against VMPD’s.
* Preparing pre-flight sheets on daily basis.
* Supporting sales teams in terms of confirmation.
* Maintaining sales report and achieving defined targets.
* Liaising with Travel agents to promote sales.

**CONTACT CENTRE EXPERIENCE**

**Organization:WNS India Pvt Ltd Duration:-July 2004 -Sep 2007**

**Designation: Sr Customer Support Executive**

**JOB PROFILE:**

* Answering calls from travelers.
* Booking air tickets, hotel rooms, cars and packages.
* Amending reservation as per travelers’ requirements.
* Liaising with hotel agents for amendments.
* Liaising with airlines for re- booking seats in case of schedule changes.
* Re-issuing of tickets.
* Queuing of PNRS as per assignment.
* Training new agents on floor and assisting them with queries
* Answering escalation calls and mailing travelers in case of any discrepancies.

**SUMMARY OF SKILLS**

* Hardworking, organized and conscientious team player with excellent customer service, organizational and time management skills.
* Capable of adapting to new and challenging work environments with ease.
* Proven ability to grasp new skills and concepts quickly.
* Qualified in Galileo , Amadeus , Abacus and Sabre operating system.

**EDUCATION**

* Graduate in Bachelors of Management Studies with a 1st Class scoring from Mumbai University, 2004.

**PERSONAL DETAILS**

* Date of Birth : 11th May 1983
* Sex : Male
* Marital Status : Married
* Languages Known : English, Hindi, Marathi ,Tamil, Malayalam & Tulu.
* Nationality : Indian
* Passport number : M1658218
* Place of issue : India
* Date of Expiry : 26 Aug 2024