**CURRICULUM VITAE**

**Basant Kumar Chhotaray**

Address: 23/1 “D” Road, Bamungachi,

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**PROFESSIONAL OBJECTIVE:**

To acquaint myself more successfully with the ever – expanding competitive field of Tourism world and

Seeking a responsible and challenging position and to perform more satisfactory in a professional environment where my credentials and technical expertise can be utilized and honoured best on the principle of teamwork & integrity.

Professional Experience:

**Raj Enterprise**

**Customer Care & Collection Manager of Reliance Telecom,(2009 Feb to 2010 Aug), Howrah**

* Handled postpaid & prepaid customers queries.
* Try to solve their problems & make sure that they are happy with the services.
* Giving training to my colleagues.
* Constantly motivating the sales team to hit their targets.
* People Management/Training.
* Preparing of MIS report.
* Plans to run the organization smoothly.
* Making aware about new products.
* Handled postpaid customer’s payment in Howrah zone via Telecalling unit (Voice) & also field pick up or visit.
* Lead a collection agent team of 8 people.
* Make sure of 90% payment recovery of postpaid customer base around 1500 customers.
* Retained 72% customers in RIM Network.

**SATYA TELECARE**

**Collection Manager &Telecalling team Leader in Idea Cellular Ltd, (2010 Sep to 2011 Apr) Kolkata**

* Handled postpaid customers payment in West Kolkata Zone via Telecalling Unit (voice) & also field pick-up or visit.
* Adaptation of strategy to achieve collection target.
* Constantly motivating the team to hit their targets.
* People Management/Training.
* Preparing of MIS report.
* Plans to run the organization smoothly.
* Led a collection agent team of 15 people.
* Make sure of 85% payment recovery of postpaid customer base around 2500 customers.
* Handled postpaid sales distribution in West Kolkata Zone via Telecalling Unit (Voice).
* Lead a postpaid Telecalling team of 12 people.
* Made a postpaid customer base of 700 customers.

**citizen travel**

**Operational Executive, (2011 May to 2011 Aug) Pune**

* Online Booking.
* Client along with the corporate visits.
* Follow up for payment.
* Handling of corporate account.
* People Management/Training.
* Managing different types of transport service.
* Preparing of MIS report.
* Arrangement of meeting to lunch new scheme.
* Make sure all pax are happy with the service.

**INDIA TOURISM ECATALOG**

**Deputy Manager, (2011 Sep to 2012 Jun) Noida**

* Generate business from existing & new agents through B2B Agent.
* Maintain relationship with local & regional Travel Agents.
* Relationship building between Travel Agent & Foreign Buyers.
* Train and motivate the sales team of 30 with team work support.
* Constantly motivating the sales team to hit their targets and ensure company profitability.
* People Management/Training.
* Regular participation in Travel & Tourism fair.
* Data Mining.
* Travel agents along with the corporate visits.
* Follow up for payment.
* Handling of corporate account.
* Look for the competitors.
* Preparing of MIS report.
* Adaptation of strategy to improve the products.
* Organizing different activities to promote the products.

**yatra.com**

**Holiday Sales, (2012 Sep to 2013 Jul) Kolkata**

* Generate business from existing, new customers.
* Work out in their queries & reply them.
* Handling FIT & GIT International Packages.
* Follow up with the clients.
* Domestic & International hotel booking via portal / direct.
* Itinerary preparation.
* Flight Ticketing.
* Operation (package/ticketing/VISA etc).
* Dealing with customer enquiries and aiming to meet their expectations.
* Dealing with disciplinary matters and customer complaints.
* Facilitating the customers in the booking of air tickets, insurance, Visa processing, Money

exchange and tour package.

* Actively involved in sales and marketing practices.
* Data Mining.
* Travel agents along with the corporate visits.
* Follow up for payment.
* Handling of corporate account.
* Preparing of MIS report.

**TRAVELAD (PSA of KESARI TOURS PVT LTD)**

**Senior Executive, (2013 Jul to 2014 Feb) Bhubaneswar**

* Generate business from existing, new customers.
* Work out in their queries & reply them.
* Handling FIT & GIT International Packages.
* Follow up with the clients.
* Domestic & International hotel booking via portal / direct.
* Research of DMC for different destination.
* Relationship building with the suppliers.
* Flight Ticketing.
* Itinerary preparation.
* Actively involved in sales and marketing practices.
* New Product Development.
* Operation (package/ticketing/VISA etc).
* Dealing with customer enquiries and aiming to meet their expectations.
* Dealing with disciplinary matters and customer complaints.
* Facilitating the customers in the booking of air tickets, insurance, Visa processing, Money

exchange and tour package

* Data Mining.
* Travel agents along with the corporate visits.
* Follow up for payment.
* Handling of corporate account.
* Preparing of MIS report.
* Adaptation of strategy to improve the products.
* Organizing different activities to promote the products.

**TRAVEL BOUTIQUE ONLINE (B2B TRAVEL PORTAL)**

**Senior Executive, (2014 Mar to continue) Bhubaneswar**

* Generate business from existing, new agency.
* Actively involved in sales and marketing practices.
* Operation (package/ticketing).
* Dealing with disciplinary matters and agencies complaints.
* Facilitating the agencies in the booking of air tickets, insurance, Visa processing, Money

exchange and tour package.

* Data Mining.
* Travel agents visits.
* Follow up for payment.
* Handling of agencies.
* Handling Travel Agencies.
* Generate & follow-up business leads & develop new clientale.
* Competition analysis & market mapping.

**EDUCATIONAL QUALIFICATIONS:**

|  |  |  |
| --- | --- | --- |
| **Degree** | **Year of Passing** | **University** |
| Graduation | 2009 | Kolkata |
| (+12)Higher Secondary | 2006 | Kolkata |
| (+10)Secondary | 2004 | Odisha |

**PROFESSIONAL QUALIFICATION:**

Diploma in Computer application from NIIT in 2009.

Training in CRS (Amadeus) from Amadeus in 2013.

Successfully completed Malaysia Tourism Programme in 2013.

Successfully completed Kenya Tourism Programme in 2013.

Successfully completed France Tourism Programme in 2013.

Skills Summary:

* New business development.
* Market research.
* Competitor analysis.
* Client relationship.
* Client co-ordination.
* Good communication.
* Ability to handle a team.
* Stay focused under any circumstances.
* Quick learning ability.
* Sales & Marketing.
* Report Preparation.
* Savvy in Operations.
* Customer Service.
* Knowledge in GDS.(Amadeus)
* Knowledge in tour package & itinerary preparation.

Hobby:

* Listening music.
* Information of destinations.
* Reading of books.

**PERSONAL DETAILS:**

Father’s Name : Mr. Sadasiba Chhotaray

Date of Birth : 09th May, 1989

Gender : Male

Marital Status : Unmarried

Languages Known : English, Hindi, Oriya & Bengali.

Nationality : Indian

Religion : Hindu

I hereby declare that the information furnished above is true and to the best of my knowledge.