

MILTON FERNANDES

ASSISTANT BUSINESS DEVELOPMENT MANAGER

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I am a qualified and self driven individual with over 8+ year's of overseas experience. I desire to excel in any endeavour I undertake. My aim is to contribute to consistently and effectively to any organisation that I am a part of. I aim to take challenges and vigour and emerge brighter, better and more positive than before. I always strive to deliver more than what's expected out of me in terms of quality and efficiency.

EXPERIENCE

GVK NIRANTA TRANSIT HOTEL & GUEST SERVICES | MUMBAI | INDIA

 Industry - Hospitality (Mumbai International Airport)

ASSISTANT BUSINESS DEVELOPMENT MANAGER (SALES)

August 2015 - October 2021

- **Responsible for daily operations, monitoring of all processes,** creating a positive work environment for the team and ensuring the smooth running of the department whilst on shift.
- **Ensuring that we complete our Targets and motivate Team for better performance.**
- **Handling Reservations, processing bookings and communicating with customers via email, phone calls etc.**
- **Handling guests enquiries, problems or complaints** in an efficient and professional manner without being detriment to the organization or its reputation.
- **Making a product such as travel packages , car rentals , lounge etc as per customer and business clients needs and finalising with superior**
- **Meeting clients and stake holders for explaining new launches and products upgradation**
- **Co-ordinate with all departments concerned in order to maintain front office functions efficiently.**
- **Generating new ideas and creating new quality products.**

JONES LANG LASALLE | MUMBAI | INDIA

 Industry - Real Estate Facility Management/Construction

REAL ESTATE FACILITY EXECUTIVE

May 2014 - July 2015

- **Ensure client satisfaction** with client Facility/Property Management by providing a seamless interface into client real estate organization.
- **Oversee the operation, staffing, performance and development** of the Facilities Management service delivery staff.
- **Maintaining healthy vendor partnerships** & fostering an environment of superior client satisfaction.
- **Enforcing the required rules and regulations** wherever applicable & managing **vendor performance** as per Jonas Lang Lasalle (JLL) standards.



GET IN TOUCH

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KEY SKILLS

CUSTOMER SERVICE

RELATIONSHIP BUILDING

TEAM MANAGEMENT

CLIENT COORDINATION

PERFORMANCE MANAGEMENT

GUEST SERVICE & HOTEL MANAGEMENT

ADMINISTRATION MANAGEMENT

QUALITY SERVICE

STRATEGIC PLANNING

VENDOR MANAGEMENT

OPERATIONS MANAGEMENT

DOCUMENTATION

MS OFFICE

EDUCATION

2007 - BACHELOR OF COMMERCE

Mumbai University | India

CERTIFICATION

2007 - DIPLOMA IN INTERNATIONAL AIRLINE TRAVEL & TOURISM WITH FOREIGN EXCHANGE

Trade Wings Institute of Management | India

2007 - DIPLOMA IN HOTEL MANAGEMENT

Trade Wings Institute of Management | India

2011 - MARITIME SCREENER COURSE

International Ship and port facility security | United States of America

- **Reporting any client and site requirements, unusual activity, investigating and thereafter reporting to higher authority.**

ACHIEVEMENTS

2011 – OUTSTANDING SECURITY ASSISTANCE AND AWARENESS.

2015-16/2016-17/2017-18: Award for Best Customer Delight Expert for maximum guest appreciation for 3 consecutive years.

2018: Promoted to Duty Manager for all operations.

2019: Best Duty Manager - For Team Management, Service delivery and for displaying Highest Standards.

2020: Promoted to Assistant Development Manager for all operations.

PERSONAL INFO

Nationality: Indian

DOB: 15th October 1984

Gender: Male

Civil Status: Single

Visa Status: Visit Visa

Visa Expiry: 8th June 2022

Languages: English | Hindi | Marathi
| Konkani

REFERENCES

Available on request.

CARNIVAL CRUISE LINES | MIAMI | UNITED STATES OF AMERICA

Industry – Hospitality, Travel & Tourism

GUEST SERVICE SECURITY OFFICER

August 2011 - March 2014

- **Maintain security and safety of passengers** and people in assigned area.
- **Operate detecting devices to screen individuals/ baggage** to prevent passage of prohibited articles into restricted areas.
- **Responding to alarms and dispatched calls;** deciding what actions to take based on situation.
- **Enforcing the required rules and regulations** wherever applicable.
- **Documenting any unusual activity or hazards, investigating** and thereafter **reporting to higher authority.**

JET AIRWAYS | MUMBAI | INDIA

Industry – Aviation

SALES EXECUTIVE

August 2007 - August 2011

- Make **outbound** calls to the **customers** to **sell the product.**
- **Building** and **developing relationships** with customers. First point of contact with the customers.
- **Generate the interest of the customer towards the product.**
- To **achieve the pre-set target** on **everyday basis**
- Make follow up calls to **customers** as and when required.
- **Generate hot leads** based on the **Client's** criterion.
- **Assisting passengers for finding the best package**