

Jayesh Nair

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Visa: Residence (Employment) - UAE Nationality: India

Language: English, Hindi, Marathi



MICE Operations | Visa Liaison | Education Tourism | Corporate Travel | Conferences and Events | Vendor Management

Highly proficient Travel Industry professional with more than 13 years of proven experience in Travel Management. Well versed in operations, planning, support and vendor management. Designed and managed some of the leading conferences and events in the Gulf region. Experienced in E commerce as well as brick and mortar model.

OCCUPATIONAL HISTORY

Travel Consultant

Mar' 2015 - Present
Sharaf Travels, Dubai, UAE

One of the leading tourism company, Sharaf Travel operates in various segments. At Sharaf, I am managing Inbound and Outbound MICE operations for leading organizations across the gulf region. As a travel consultant, my main job is to provide end to end support on visa, travel booking, airline tickets, hotel, vehicle transfers and restaurants. At Sharaf, my main responsibilities are:

- Managing events and ensuring deadlines and budgets are adhered to. Directs coordination of activities to prepare for the day of the event.
- Handling all Type of events such as conferences, Events, Product Launches, Seminars, trade shows, sales and business meetings, networking events, Team building events, Incentive Events, Board meetings, business dinners and Gala Dinners.
- Facilitating the education, cultural, industrial and knowledge tour of students from UAE to various destinations in partnership with top ranked universities and companies
- Coordinating all the details of events from the Planning stage till the execution with both end clients and suppliers.
- Hire and manage vendors/suppliers including décor, entertainment, audio visual production, ground transportation, event security and registration
- Arranging tour bookings for student travellers including Schengen Visa, Travel Insurance, Airline Tickets, Hotels, Vehicle Transfers, Industrial Visit etc.
- Liaising with Embassies, Consulates to understand various visa procedures for different nationalities.
- Handling smooth operation of MSC cruise passenger movement operation from Dubai Airport to Coach Transfers

Snapshots of Highlighted Success

- ▶ Facilitated Product Launch for Major Brands and helped them in getting coverage
- ▶ Managed the corporate and leisure travel for various companies including Samsung
- ▶ Planned and managed events of 30-40 PAX
- ▶ Develop contracts with various UAE hotels for FIT as well as group bookings for various markets
- ▶ Liaisoned with Korean Tourism Board and Tourism Board of other countries for adding value added benefits for groups travelling to these markets
- ▶ Worked along with a premium destination management company to promote Sri Lanka Tourism (Part of delegate who visited Sri Lanka for education and training purpose)
- ▶ Managed the student overseas destination travel of sizes 40 PAX to various destinations

Senior International Counter Executive**Jun' 2010 – Feb' 2015**
Akbar International Travel, Mumbai

A leading name in online travel booking, Akbar Travel is a global player with headquarters in Mumbai. Akbar travel is an online aggregator of best hotels, holiday packages, cruise and holidays. Akbar travel also provides Visa services, holidays and Forex and at Akbar travels, I was managing international flight queries and GDS. At Akbar, my main responsibilities were:

- ▶ Handling International flight travel related queries for B2B and B2C customers
- ▶ Working along with region specific destinations and materializing the competitive fares
- ▶ Worked on all major GDS including Abacus, Amadeus, Galileo for issuance, re-issuance and refund of all GDS participating carriers
- ▶ Promoting various destinations for travel and tourism
- ▶ Managing and supporting the passengers on Visa for various countries and Forex

Guest Representative**Nov' 2008 – May' 2010**
Airline Service Center (Etihad Airways, UAE)

As a guest representative, I was advocating and promoting Etihad brand to the passengers by educating them on products and services. At Etihad, I was responsible for:

- ▶ Handling calls for Etihad Airways passengers and educated them about Etihad Airways products and services.
- ▶ Promoting upgrade from economy to business and business to first class.
- ▶ Handling calls of Airport Check-In staffs for upgrade of passengers to higher cabin using miles.

Senior Associate**Mar'07 – Oct'08**
Wipro BPO (Delta, USA)

Handling support calls for Delta Airlines passengers and frequent flyers within USA and resolving queries related to flight information and baggage queries

EDUCATION and TRAINING**Master of Business Administration**

2009 – 2011

ITM (University of Southern New Hampshire, USA)

Bachelor in Commerce

2003 -2006

University of Mumbai, India

- IATA/UFTAA Foundation & EBT Course
- Training in Amadeus GDS
- Training in Customer Service and Emotional Intelligence
- Training Seminars by Swiss Tourism Board and Malta Tourism Board

TECHNICAL SKILLS and INDUSTRIAL KNOWLEDGE

MICE, Tourism, Healthcare, Leisure, Destination Management, Tourism Backend Operations, MS Excel, Basic IT Management, GDS Amadeus, Sabre, Galileo Software, Airline Operations, Travel E Commerce, Education Tourism, Event Planning, Contract Negotiation, Visa Liasoning, Event Planning, Customer Support, Hotel Bookings, Team Management, Conference Management, Training Coordination and Support