

## **Ravi A Chugh**

Sales Manager

Cell # +91 8551930130 (India) / +971 524261050 (UAE)

Email ID: chughravi89@gmail.com

LinkedIn: <https://www.linkedin.com/in/ravi-chugh-44638984>

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### **OBJECTIVE:**

- To seek gainful position in an esteemed organization where I will utilize my abilities to the fullest, where my desire to drive to succeed will be an asset, which I will contribute to the organization's growth and profitability.

### **CORE SKILLS**

- Proven ability to efficiently handle multiple responsibilities
- Good communication, Excellent organizational and planning skills
- Self-motivated and hardworking with a desire for continuous learning
- Lead a team to achieve the required goals

### **WORK EXPERIENCE:**

Working with

**TravTips Travel & Tourism LLC**

**(A Franchisee of Thomas Cook India, FSA of Cosmos & Globus and  
PSA of Jalesh & Genting Dream Cruises)**

**Working as Sales Manager**

**From Sep 2015 to Present**

### **Job Profile:**

**Sales**

- ✓ Managing Team of 7 Sales Staff
- ✓ Conducting timely interval training's & updating products to team
- ✓ Negotiating with suppliers for getting better deal for any guests
- ✓ Helping Team for any VIP / Group Inquiry Closures

- ✓ Achieving Set Team Target
- ✓ Managing Escalations & Customer Experience
- ✓ Tracking Inquiries of all team members
- ✓ Handling Escalations if any post-tour
- ✓ Daily reports to MD for Sales & other activities performed on daily basis

## **Products**

- ✓ Launching Products Required as per UAE market (Summer / Winter / Long Weekend Holidays)
- ✓ Negotiating with suppliers to Launch product in targeted price as per Market/competition
- ✓ Launching Product with best of the USP's
- ✓ Understanding ground reality, Logistics & designing time wise Group operational itineraries for Key selling destinations in UAE market
- ✓ Itineraries Includes Short-haul & Long-haul to key destinations
- ✓ Inventory Managing as per market response
- ✓ Provide Market Information and Feedback on Competition to MD
- ✓ Updating Products on Website

## **Operations**

- ✓ Managing Team of 3 Operations Staff
- ✓ Tracking visa's appointments of all bookings are under control
- ✓ Coordinating with suppliers for all group tours to Europe, USA & Short-haul Key Destinations
- ✓ Tracking Deadlines of Airlines for groups blockings
- ✓ Assigning Seats & Meals as per guest preferences for group PNR's on Amadeus
- ✓ Tracking preparation for group handover of final documents
- ✓ Conducting Group briefing for all passengers
- ✓ Handover to Tour Manager's final documents & explaining them in detail
- ✓ Coordinating with Tour Manager's "ON-TOUR" operations, if any issues re-solving at the same time by coordinating with vendors/suppliers

Worked with

**Cox and Kings**

**Andheri (W), Mumbai.**

**Worked as Team Coach**

**For the Period Feb 2011 to 15 Apr 2015.**

**Job Profile:**

- ✓ Handling Inbound Calls for FIT (Customized) tours
- ✓ Taking Complete details and accordingly Suggesting them Destination
- ✓ Preparing Customize (FIT) Itinerary for all destination's
- ✓ Convincing the customers and solving their queries
- ✓ Communication with operations and getting best deal for customers
- ✓ Handling Team of 4-6 Sales Staff
- ✓ Helping New Team members with their queries for External & Internal Communications

Worked with

**Deepak Tours & Travels**

**Ulhasnagar (W), Thane Dist.**

**Worked as Branch Manager**

**For the Period Oct 2005 to July 2010.**

**Job Profile:**

- ✓ Convincing the customers and solving their queries
- ✓ Online Ticket Booking Domestic & International
- ✓ Arranging Packages for customers and suggesting them the best deal
- ✓ Contacting with Hotels for booking, reservations and negotiating with them to get the best deal
- ✓ Contacting with IATA Agencies for International Booking and International Packages
- ✓ Contacting with Airlines for group bookings
- ✓ Maintaining the Client Accounts
- ✓ Handling & Guiding agents under distributorship of VIA (Flightraja)
- ✓ Handling Applications of VISA's and verifying their documents.



### **ACADEMIC QUALIFICATION:**

- ❖ Passed S.S.C. from Maharashtra Board with Second Class
- ❖ Passed H.S.C. from Noble Senior Secondary School with First Class
- ❖ Passed T.Y.B COM from Symbiosis International University with First Class



### **COMPUTER KNOWLEDGE:**

Windows based applications such as MS Word, MS Excel, MS PowerPoint, Internet Application & GDS (Amadeus & Galileo) knowledge

### **PERSONAL DETAILS:**

**Nationality** : Indian  
**Date of Birth** : 15<sup>th</sup> June, 1989  
**Languages Known** : English, Hindi, Sindhi and Marathi

### **STRENGTH:**

Honesty towards responsibilities, clear and confident about abilities as well as inabilities, always willing to learn, can interact and communicate clearly and effectively with other people.

**Ravi Chugh**