



VINOD A

Travel Operations Consultant

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📍 Ariyanchira House, Kallipadam P.O, Shoranur, Kerala 679122, India

EDUCATION

B.Sc Catering Science and Hotel Management

Munnar Catering College

2022

Percentage | 68 / 100

Diploma in Hotel Management and Catering Technology

Munnar Catering College

2022

Percentage | 71 / 100

Senior School

I.E.S Public School

2019

Percentage | 80 / 100

Secondary School

I.E.S Public School

2017

Percentage | 70 / 100

TRAINING / COURSES

Cisco Certified Network Associate (CCNA) Cisco

Certified Network Professional (CCNP)

LANGUAGES

English Native ●●●●●

Malayalam Native ●●●●●

Tamil Native ●●●●●

ACHIEVEMENTS

💎 Received the "Best Employee" certificate from the operations team for exceptional performance in consecutive months (May and June), reflecting dedication and commitment to the role.

SUMMARY

Experienced Travel Operations Consultant with a solid foundation in hotel management and a passion for hospitality. With one year of industry experience, I blend my academic background with hands-on expertise to deliver exceptional travel solutions. My in-depth knowledge of hotel operations, guest services, and event management complements my ability to create memorable and efficient travel experiences. Proficient in leveraging cutting-edge technology and industry trends, I am committed to providing clients with seamless itineraries, cost-effective solutions, and unparalleled customer service. As a collaborative team player with a strong work ethic, I am poised to contribute my skills and dedication to enhancing any travel organization's success.

EXPERIENCE

Travel Operations Consultant

02/2023 - 01/2024

HTIC Global

Infopark, Kochi, Kerala, India

- Interacted with clients to facilitate and streamline their visa application process, ensuring a smooth and hassle-free experience.
- Effectively handled escalated customer inquiries and issues, resolving them to the satisfaction of both the client and the company. Proficiently completed visa application forms, ensuring all necessary information was accurately provided and organized.
- Managed and scheduled appointments for clients to meet visa requirements, optimizing the process for efficiency and convenience.
- Collaborated with clients to determine their travel preferences, budget constraints, and specific needs, tailoring travel solutions accordingly.
- Conducted comprehensive research on visa requirements, regulations, and entry restrictions for various destinations, ensuring clients' applications complied with all necessary criteria.
- Advised clients on visa application timelines, processing fees, and documentation requirements, offering valuable insights to facilitate a smooth application process.
- Resolved complex issues and challenges related to visa applications, proactively finding solutions to mitigate delays or rejections. Coordinated closely with visa processing centers, consulates, and embassies to secure appointment slots and expedite the visa approval process.
- Acted as a liaison between clients and airlines, hotels, and other travel service providers to confirm reservations, manage cancellations, and adjust travel itineraries as needed.
- Assisted clients in selecting appropriate travel insurance plans, ensuring comprehensive coverage for unforeseen circumstances during their journeys.
- Conducted periodic follow-ups with clients to gather feedback on their travel experiences and identify opportunities for improvement, enhancing overall service quality.
- Collaborated with team members to share insights, best practices, and industry updates, contributing to a dynamic environment.
- Demonstrated flexibility in working extended hours, especially during peak travel seasons or when handling urgent travel requests to meet client demands and deliver exceptional service.

ACHIEVEMENTS

- ◆ Successfully met and exceeded monthly targets, contributing to the company's growth and profitability.
- ◆ Received the "Top Performer" certificate from the operations team for the performance in the month of November.

SKILLS

Customer Relationship Management ·
Hotel Management Expertise ·
Crisis Management and Problem-Solving ·
Communication and Interpersonal Skills ·
Negotiation and Cost Optimization

EXPERIENCE

Academic Intern

01/2022 - 05/2022

Holiday Inn

Kochi, Kerala, India

- Assisted in the daily supervision of hotel operations, including facility maintenance, ensuring the property was well-maintained and welcoming for guests.
- Collaborated with hotel personnel to support their training and development, contributing to a skilled and motivated team.
- Played a key role in pricing strategies and service offerings, helping to ensure competitive rates and a high level of service quality.
- Addressed customer complaints effectively and professionally when necessary, resolving issues to enhance guest satisfaction.
- Managed the delivery of packages to their intended recipients, maintaining efficient logistics and ensuring guest expectations were met.
- Conducted research on the legal and financial aspects of the hotel business, aiding in informed decision-making and compliance with regulations.
- Successfully met the diverse needs of customers, going the extra mile to solve any problems or concerns that arose during their stay.
- Managed reservations made through various channels, including phone, online, and walk-in customers, optimizing room occupancy and revenue.
- Contributed to the development of an exemplary code of conduct, reinforcing a culture of exceptional customer service and satisfaction.