

# GAUTAM DUA

- Date of birth – 15/02/1999
- Place of birth - Delhi
- With over one year of experience in operations and sales



## Experience

### Echo India (Dec 2020 – May 2021)

- Project Coordinator in healthcare infrastructure
- Analyzing the problems faced in healthcare structure of underserved regions of India and Africa.
- Designed, planned, created, implemented and monitored all aspects of project.
- Helped international as well as national hubs for performing meetings.
- Performed data analysis for complex data and files.

### Spice jet Airlines (Jan 2020 – Sep 2020)

- Sales executive
- I used to sell ancillaries to the passengers.
- Retained clients and obtained referrals by promptly resolving customer complaints, providing values and ensuring quality.
- Showed data analysis of problems faced by passengers in regular meetings.

## Internships

### Zenith Leisure Holidays Pvt. Ltd. (2019)

- Worked with events team to ensure the smooth performance of meetings.
- Worked mainly with GSK team which is pharmaceutical company.
- Arranged their conferences and meetings.
- Ensuring a quality standard of services for the clients provided by the vendors like hotels, catering services, transport etc.

## Contact

 West Delhi  
New Delhi - 110063

 +91 9999653450

 gautamdua99@gmail.com

### **Reisen Tours India (2018)**

- In this internship I mainly learnt about the ground reality of tourism business, it is way different from theoretical knowledge.
- I learnt the basic skills of selling the tourism product to the client.
- I used to make packages as per client requirements.

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### **Education**

***Bachelors of Business Administration (BBA) in Travel & Tourism (2017-20)*** – IITTM - Indian Institute of Tourism & Travel Management  
Bhubaneswar, Odisha

Higher Secondary Education (2016-17)  
***Commerce with Mathematics (Aggregate 84%)***  
Jesus Mary & Joseph Sr. Sec. School

Secondary Education (2014-15)  
Aggregate (5.4 CGPA)  
Jesus Mary & Joseph Sr. Sec. School

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### **Additional Skills**

- Microsoft Office package: Microsoft Word, Excel,
- Analytical skills
- Sales and operations

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### **Interests**

- Reading analytical theories
  - Playing cricket
  - Travelling to unexplored places
  - Listening to music
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