

Ajinkya Surve

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CAREER OBJECTIVES

To utilize my skills in relationship management, sales, operations, and destination management to develop and implement successful sales strategies, manage complex projects, and deliver innovative solutions that exceed customer expectations.

PROFILE SUMMARY

- Skilled at building and maintaining long-term partnerships with clients, developing customized travel itineraries, and ensuring client satisfaction throughout the travel experience.
- Expertise in developing and executing successful sales plans, managing large-scale operations, delivering exceptional customer service, and creating unforgettable travel experiences for clients
- Utilizes keen analysis, insights and team approach to drive organizational improvements and implementation of best practices

CORE COMPETENCIES

- Client Relationship Management
- Public Relations
- Sales Promotions
- Planning and Scheduling
- Operations Management
- Analytical Thinking

EMPLOYMENT DETAILS

Nov' 21 Aggarwal Travel Associates Private Limited, as Sales & Operations Executive

Responsible for:

- Upselling and cross-selling
- Creating customized travel itineraries
- Managing travel bookings and logistics
- Target hotels for OTA Integration
- Inventory Management
- Business development in the assigned areas primarily B2B

May' 21-Oct' 21 Wipro Limited, as AR associate in CHC process for USA cliental Key:

Responsible for:

- Claim Submission and Management
- Denial Management
- Accounts Receivable
- Relationship Management and Customer Service
- Payment Posting and Reconciliation

Jun'17- Feb'18 Trident BKC [Oberoi group], as Room Division Executive Key:

Responsible for:

- Room Sales and Revenue
- Promotions
- Sales and Marketing
- Room Operations
- Inventory Management

INTERNSHIP PROGRAM

Mar'19- May'19

DCV Tours Pvt.Ltd., as Sales & Operations Trainee:

Responsible for:

- Telesales
- Client followups
- Customizing travel itineraries

Jun'16- Sep'16

St.Regis Mumbai, as Trainee:

Responsible for:

- Guest relationship
- Room Management
- Guest requests
- Customer satisfaction

ACADEMIC DETAILS

Degree	College / School	University/ Board	Passing year
Masters in Travel and Tourism Management (MTTM)	Garware Institute of Career Education and Development	MUMBAI	2020
Hotel Management (HM)	Anjuman I Islam	MUMBAI	2017
HSC (XII) (SCI)	St.PVHS of Science and Commerce	MUMBAI	2014
SSC (X)	S.V.P.M School	MUMBAI	2012

PERSONAL DETAILS

Date of Birth : 13th July 1996
Languages Known : English, Hindi, Marathi
Address : 4/606 Anand Vihar complex Kharegaon Kalwa, Thane-400605 Maharashtra.

Date:

Place: Mumbai

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