# RESUME

**Mrs. Swati Manoj Devgaonkar**

**Mobile No. :** + 91 9028352668 / 7028966844

**Email :** [swati.pathade86@gmail.com](mailto:swati.pathade86@gmail.com) **DATE:**

**Career Objective :**

Seeking a position as a **Freelance Tour Manager or Guide** where I can leverage my extensive knowledge of every destination history and culture, combined with excellent communication skills and a passion for storytelling. Dedicated to providing exceptional and memorable experiences for tourists, while ensuring their safety and satisfaction. Eager to contribute to a dynamic team and help travelers create lasting memories.

**Self Summary :**

With over 8 years of experience in the travel industry, I have gained comprehensive exposure to planning and executing travel for major domains such as FIT (Free Independent Travelers), GIT (Group Inclusive Tours), and MICE (Meetings, Incentives, Conferences, and Exhibitions). I am extremely resourceful and detail-oriented, with diverse experience in travel management tailored to both individual and corporate needs. A reliable professional and team player, I excel under strict deadlines with minimal supervision. I have a proven track record of ensuring smooth travel and stay arrangements, providing travelers with the best possible comfort and value for money.

**Professional Experience:**

**May 2018 to Present “Treasure Holidays” Proprietor**

Key Deliverables :

* Designed and led customized tours for individual and groups.
* Determining clients' needs and suggesting suitable travel packages.
* Satisfying customer demand by sourcing travel products and destinations.
* Creates detailed itineraries using programs such as Microsoft Word to meet client specific budgets.
* Provided engaging and informative commentary to enhance the tour experience.
* Supplying travelers with relevant information and useful travel materials. (Guides & maps etc)
* Confirm bookings and notify clients of luggage limits and insurance, passport, visa and currency requirements.
* Follow up with clients about travel plans and make adjustments as needed.
* Modifying existing bookings to suit a change in traveler’s circumstances.
* Maintain fruitful relationships with current customers and establish good relationships with new ones.
* Arranging all the flight tickets, ground transportation and hotel accommodations also guide with directions and destination information to the Traveler's.
* Conducting pre-briefing sessions for private groups traveling to various destinations.
* Managing relationships with travel agencies and vendors. Negotiate contracts or rates with travel service providers.
* Maintaining relationships with Airlines, Hotels and Car vendors, while benchmarking discount programs, corporate deals, for best practices and negotiating most favorable rates for overall discounts.
* Attend conferences to maintain familiarity with tourism trends.
* Take part in familiarization visits to new destinations, to gather information on issues and amenities of interest to consumers to acquire new Clients / Business.
* Updating holiday information and drawing any important new information to the attention of the staff.
* Planning and directing all promotional and marketing activities for the business.
* Use promotional techniques and prepare promotional materials to sell itinerary tour packages.
* Handle unforeseen problems and complaints and determine eligibility for money returns.

**July 2021 to May 2024 “Justransform” Customer Success Team**

Key Deliverables :

* Respond to customer queries via E-mails
* Build and maintain positive relationships with customers
* Provide accurate information about software and services
* Assist customers with basic technical troubleshooting steps for common issues
* Diagnose and resolve technical problems using provided tools and resources
* Escalate complex technical issues to higher-level support teams when necessary
* Follow up with customers to ensure their issues are resolved satisfactorily
* Provide clear instructions to customers for resolving technical issues
* Maintain a thorough understanding of the company's products and services
* Document customer interactions and technical issues in the company’s CRM or JIRA support system
* Generate reports on common issues and customer feedback for management
* Create and update knowledge base articles, FAQs, and other customer self-help resources
* Suggest improvements to processes, products, and services based on customer feedback and personal observations
* Work closely with other support team members and departments to resolve customer issues
* Share knowledge and best practices with team members to improve overall service quality

**Nov 2017 to May 2018 “J P Mukherji & Asso Pvt Ltd” Secretary cum Travel Desk Executive**

**Secretary**

Key Deliverables :

* Answering calls, taking messages and handling correspondence
* Maintaining diaries and arranging appointments
* Typing, preparing and collating reports & filing
* Organizing and servicing meetings (producing agendas and taking minutes)
* Managing databases
* Prioritizing workloads
* Liaising with relevant organizations and clients
* Coordinating mail-shots and similar publicity tasks
* Logging or processing bills or expenses

# Travel Desk Executive

Key Deliverables :

* Develop strategic policies and programs for corporate travel
* Handle and oversee all travel arrangements like Air, Visa, Insurance, Transfers & Lodgings etc.
* Manage relationships with travel agencies and vendors
* Negotiate contracts or rates with travel service providers
* Provide advice on travel documents & insurance etc.
* Handle credit card programs and charges
* Coordinating with Accounts team for the payment
* Process T&E reports and handle reimbursements
* Ensure compliance in all aspects of travel procedures
* Drive continuous improvement of travel programs

**March 2017 to October 2017 “PFT Holidays India Pvt Ltd” Tour Consultant**

**Tour Consultant**

Key Deliverables :

* Dealing with client enquiries about traveling to domestic or international destinations & aiming to meet their expectations.
* Ensure the quotes are sent in the minimum waiting time to the client followed by a telephonic feedback.
* Ensure online booking requests are action within required SLA commitments.
* Assisting clients in end to end domestic and international ticketing process.
* Handling passport, Travel insurance, visa and documentation.
* Collect payments and maintain records of transactions.
* Assists in production of advertising, marketing brochures, sales kits or other promotional materials like package, car rental, hotel rates, insurance, visa flyers and billboards.
* Customer Database management through updates in internal software.
* Determining clients’ needs and suggesting suitable packages for walk-in clientele.
* Collect post-travel feedback form from every client.
* Negotiating the rates with Transport Companies all over India and monitoring the service levels.
* Communicating with sales consultants and providing encouragement, help and advice.
* Dealing with disciplinary matters and customer complaints.
* Try to exceed branch performance and productivity to reach the revenue and profit targets
* Motivate the sales team to hit and exceed their targets and ensure company profitability
* Manage budgets and maintain statistical and financial records
* Ordering sales literature, stationery & disposables to ensure the efficient running of the branch
* Keep line Manager informed of real issues, such as service disruptions or technical fault.
* Meeting regularly with company directors to provide feedback on branch & staff performance.

# Assistant Tour Manager

Key Deliverables :

* Welcoming the tour group and telling them about the travel arrangements and stopover points
* Upbeat, energetic sales professional and always provide unforgettable customer service
* Making sure accommodation, meals and service are satisfactory
* Helping with passport and immigration issues
* Speaking about places on the tour with the help of local guides
* Advising on sights, local restaurants and shops at each destination
* Recording issues that may require follow-up after the tour
* Giving advice, solving problems and dealing with emergencies like loss of passports or money, illness or difficulties with accommodation

**February 2014 to February 2015 “Swajana Tours & Travels Pvt Ltd” Tour Consultant**

* Learning and understanding various tourism products.
* Accompanying seniors for sales & marketing meetings with clients and corporate.
* Learning product-based marketing skills. Designing banners and flyers for trade fairs and events.
* Managing marketing for Corporate, Educational institutions, Private Groups.
* Learning to design customized domestic and international packages.
* Handling end to end queries domestic packages (Group and Individual tours) with senior consultant.
* Learning how to do Flight bookings through web portal.
* Handling travel insurance & VISA requests.
* Handling walk-in and telephonic enquires for packages.
* Ensure teamwork and effective communication occurs at all times.
* Provide and maintain a high level of service.

**August 2012 to January 2014 “Capita India Pvt Ltd” Insurance Executive**

For their client “**Marsh”**

* Worked for a UK Insurance Process dealing with No.1 Insurance Broker (MARSH)
* Responsible for day to day posting of premium transactions for banking and reconciliation for a UK based insurance broker
* Undertake bank account and policy reconciliation on a daily basis, ensuring that O/S items are at minimum and being investigated and chased Query for resolution.
* Entering the details in the systems of the Broker and issuing Policy documents with Invoice for payment of Premiums
* Interaction with clients for resolution of queries and urgent work
* Provide at least 96% accuracy with 100% Turnaround Time Target

**October 2009 to February 2011 “Tech Mahindra Limited” Customer Support Associate**

For their client “**Idea cellular limited”**

# Customer Support Associate

Key Deliverables:

* Handling the mails which came from corporate customers, Relationship Managers and Dealers
* Raising a service request for the asked query, request or complaint and informing the TAT to the customer and Relationship Managers
* Handling the escalation mails which came from Grievance and Appellate desk and providing the correct resolution in turnaround time (TAT)
* Taking an approval by mail for refund cases from client for entire team
* Making Follow-ups on pending cases by E-mails & update it in the respective software
* Making follow-up tracker of entire team and forwarding to the client for further assistance

# Case Specialist

Key Deliverables:

* Established briefing time and place
* Doing the mails allocation to all colleges an hour basis and setting the daily target
* Every day morning conducting the briefing on new updates
* Maintaining attendance and leave records
* Achieving personal targets and team targets
* Motivate and inspire team members to achieve their targets
* Giving system training to new joiners
* Provide guidance to the team based on Management direction
* Co-ordinate meeting with Team Leader to discuss productivity count, attendance, team status and target setting for each agent
* Making the Daily, Weekly and Monthly mails tracker report on excel and forwarding it to the team leader
* Facility problems solving and collaboration. Maintain healthy group dynamics
* Recognize and celebrate team and team member’s accomplishments and exceptional performance.

**Education Qualification:**

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| --- | --- | --- | --- |
| **Qualification** | **Board** | **Year of Passing** | **Grades** |
| B.Com | Mumbai University | March 2011 | Second Class |
| H.S.C. | Maharashtra State Board (Pune Division) | February 2004 | Second Class |
| S.S.C. | Maharashtra State Board (Pune Division) | March 2002 | First Class |

**Achievements & Awards :**

* Best Cadet award in NSS (National Service Scheme)
* State Level Kabbadi Player for Mumbai University
* Awarded by All Rounder Sportsperson in Collage Farewell

**Computer Awareness :**

* Completed 3 months Diploma of MS-CIT with 78 Percentage.

**Personal Information:**

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| --- | --- | --- |
| * Permanent Address | **: -** | House No.334, Sr No. 132/1/A, Vighnahar Society, Warje, Pune |
| * Gender | **: -** | Female |
| * Date of Birth | **: -** | 9th September 1986 |
| * Nationality | **: -** | Indian |
| * Marital Status | **: -** | Married |
| * Language Known | **: -** | English, Hindi & Marathi |
| * Interest | **: -** | Solo Traveling, listening Music & Photography |

**Personal Skills:**

* The ability to get on well with people of all ages and backgrounds
* Excellent communication and storytelling abilities
* Strong organizational and planning skills
* Ability to handle unexpected situations and emergencies
* Ability to handle unexpected situations and emergencies
* Proficient in using travel planning software and tools
* Willingness to learn and implement

# I hereby declare that all the statements made in this application are true, complete and correct to the best of my knowledge and belief.

**Signature:**

**Mrs. Swati Manoj Devgaonkar**