**RESUME**

**Varun Rajan Samarth**

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**Objective:**

To work with the best of my abilities to earn satisfaction by delivering the appropriate solutions with the help of my education and experience for the growth of the organization. Also willing to explore and learn new things which are constantly growing and coming in the market and make the full out of it for the better future.

**Experience Summary:-**

* Team and People Management
* Time Management
* Customer Satisfaction
* Query Solving for Customers
* Arranging Morning Meetings
* Motivating Team
* Engaging in various fun activities for Customers and colleagues.
* Showroom Management
* Client Relationship
* Process Training for New Joinees and Quality Checks
* Budgeting of Mutual Funds Expenses for Clients of BBH
* Floor support as Subject Matter Expert
* Data and Price analysis, comparing our product with other suppliers / competitors
* Identifying hotels from the system for Marketing purpose across the globe
* Preparing Daily, Weekly and Monthly reports
* Cold calling
* Emails to existing Clients for follow up and New mails for getting the business
* Handling B2B Clients
* Handling B2C Guests in Travel Domain
* Making Itineraries
* Maintaining Records of Guests and Follow up with them
* Confirming Tours and giving proper information related to the same
* Keeping Guest Relations at utmost priority

**Soft Skills:-**

* Good Interpersonal Skills
* Analytical and Problem Solving
* Team Player
* Flexibility towards any work environment
* Can handle a team in very sportingly manner
* Good with communication and like to build relationships with people

**Work Experience:-**

**Support –**

* Worked as a **SME (Subject Matter Expert)** at Hexaware Technologies Ltd. from

1st November 2021 to 29th December 2022.

(Experience: 1.1 years)

* Worked as an **Assistant Manager** and **Team Leader** for new startup company DaltraSmart Technologies Pvt Ltd from 10th June 2021 to 14th August 2021.

(Experience: 0.1 years)

* Worked as a **Price Analyst** and **Data Marketing Coordinator** after being promoted to Commercials Department from **Data Management Supervisor** and **Process Trainer** from Data Management Department at **Stuba.com** from 10th September 2014 to 31st May 2021.

(Experience: 6.8 years)

* Worked as a **Senior Customer Service Associate** in WNS from 02 November 2009 to 30th June 2012.

(Experience: 2.7 years)

* Worked as a **Transaction Processing Officer** in Mphasis – an EDS Company from 28th July 2008 to 3rd August 2009.

 (Experience: 1.1 years)

* Worked as a **Team Coach** in Suma Soft Pvt Ltd. from June 2004 to May 2008.

(Experience 4.1 years)

 **Sales-**

* Working as **Senior Holiday Specialist** in Joy-n-Crew Vacations LLP from 7th February 2025 till date.
* Worked as a **Senior Sales Executive** in Travinno Tourism Dubai LLC.

 From 2nd January 2024 to 19th April 2024.

(Experience: 0.3 year)

* Worked as a **Supervisor** at P.N.Gadgil and Sons Ltd. from 26th September 2022 on a Consultant

Basis till 31st March 2023 and then confirmed as a Permanent employee from

1st April 2023 to 8th October 2023.

(Experience: 1.1 year)

* Worked as a **Travel Advisor** at Veena World Pvt. Ltd. from 22nd April 2014 to 5th September 2014.

(Experience: 5 months)

* Worked as a **Customer Care Officer** in P.N.Gadgil and Sons from 3rd July 2012 to 19th April 2014.

(Experience: 1.9 years)

**Professional Achievements/Contributions:-**

* Arranging tours with partner on a small scale basis and taking seasonal catering orders.
* Done anchoring at P.N.Gadgil and Sons annual function for 9 branches in the year 2013.
* Got multiple customer appreciations for the quick and prominent service.
* Conducting interviews and training for new processes.

**Professional Certifications and Trainings:-**

* Successfully attended Customer service training at P.N.Gadgil and sons.

 **Technical Proficiency:-**

* Completed DIT (Diploma in information technology from C-Dac) with A+ grade.
* Proficient in Windows office tools like MS outlook, word, excel, power point.

 **Educational Qualifications:-**

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| --- | --- | --- | --- | --- |
| **Sr. No** | **Degree** | **University/Board** | **Year of Passing** | **Percentage** |
| 1. | B.A. | Mumbai Hindi University (Now Closed) | 2008 | 50.00% |
| 2. |  H.S.C. |  Maharashtra State Board | 2002 | 45.00% |
| 3. | S.S.C. |  Maharashtra State Board | 2000 | 43.00% |

**Extra curriculum achievements:-**

* Doing program on Vi.Va. Shirwadkar a.k.a KUSUMAGRAJ.
* Doing pivotal role in the Marathi Commercial Play named “JAYOSTUTE” on the life of Swatantryaveer V.D.Sawarkar with shows of the play all over Pune.
* Directed one-act plays and skits for PYC Hindu Gymkhana for their Annual function “NatyaTarang 2024”.
* Done role in the Marathi Play named “Room No. 13” held at Sudarshan Rangamanch, Pune through P.D.A. on 2nd March 2024.
* Done lead role for play "Manas" in Gadkari Karandak held in March 2022.
* Associated with PDA (Progressive Drama Association), one of the reputed and old Drama Society in Pune.
* Aspiring Stand-up Comedian. (Done 20 open mics with ab\_community- instapage). Also done Mahol Event with the same group which will be on YouTube.
* Worked as a lead character in a Hindi web series named "Lali" for Seam Education Society which is on YouTube.
* Participated in Purushottam and Vinodattam Karandak at College level.
* Performed different plays at state level drama competitions.
* Acted in the short film named “Antarnaad” by Saksham Productions. (Also written screenplay and worked as an Assistant Director for the same).
* Acted in the short film named “I am Sorry” by Saksham Productions.
* Worked as Cinematographer for the short film named “Thank You” by Saksham Productions.

**Personal Details:-**

Date of Birth: 18th March 1986

Address: c/o Mr. Gosavi, Flat no - B-08, Krishna Park,

 Shivpushpa park chowk, Anand Nagar, Nr. Samarth park,

 Sinhagad Road, Pune - 411051

Gender: Male

Nationality: Indian

Languages: Marathi, Hindi, English

Marital Status: Married

Hobbies: Acting, Travelling, Cooking, Movies, Music, Cricket

**Date:**

**Place:- Pune Varun Rajan Samarth**