

Shweta Isaac

A dynamic professional with over 16 years of experience in Travel & Tourism Industry. Commerce Graduate & Currently Working as **General Manager** with widespread exposure in Operations, People management, Customer Service Management

+971 50 879 8451

OBJECTIVE: Work passionately with the role assigned to me & secure a challenging position in a growth oriented, esteemed organization & add valuable contribution to drive excellent customer service. Succeed in an environment of growth and excellence development and help me achieve personal as well as organization goals

CAREER SYNOPSIS

Destination Finder DMCC

General Manager

Joined Sept 2019 – Current

- **Managing Indian Agents account having a base in Maharashtra/ Bangalore / Chennai / Delhi / Gujarat + FAR EAST ASIA and Africa** market with their offshore business & provide assistance with all their travel needs
- Oversee all aspects of daily operations including those of complying with set operational business processes, staff performance management, revenue management, timely billing, service levels and customer satisfaction
- Dealing with Vendors, Sales team, Account heads and coordinators and internal management for smooth functioning of business
- Responsible for smooth completion of billing, Error files, Vendor payment clearance, etc
- Lead, manages, develop & retain a team of 2 resources & assign their roles in line with the business objectives
- Plan & Innovate different ideas to improve operation quality, efficiency, ensure maximum productivity to the company and its team & manage relationships with key internal & external customers
- Responsible for hiring, impart training & coach employees for setting up delivery process of the travel products
- Publish daily/weekly/monthly performance dashboards to internal stakeholders/key customers. Rostering & performance reports in coordination with MIS team
- Coordinate with All Managers/Director's for any escalations, updates or feedback from their respective accounts & if any new process to be set
- To provide complete travel services to the FIT & Corporate Clients in regards to international & domestic reservations including (car, hotel, land excursions)
- Handling escalated customer queries over phone/mail. Replying to their feedbacks & escalations
- Ensure delightful services by providing First time resolution and Spotting key opportunity areas to ensure delight for the customers
- Making quotations and consulting all possible travel agents in India
 - o managing all events for trade fair with all inputs
- Contracting with hotel in all UAE.

LORD PORTAL DMCC

Indian Sales Head / Operations

Joined 01 Jun 2017 – Aug 2019 (Started as Operations Manager, Currently Promoted to General Manager)

- **Managing Indian Agents account having a base in Maharashtra/ Bangalore / Chennai / Delhi / Gujarat + FAR EAST ASIA** market with their offshore business & provide assistance with all their travel needs
- Oversee all aspects of daily operations including those of complying with set operational business processes, staff performance management, revenue management, timely billing, service levels and customer satisfaction
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TOLO TRAVEL & TOURS LLC DUBAI

Key Account Manager Sales 1 July 2015 to Dec 2016

Responsibilities

- **Managing Indian Agents account having a base in Maharashtra/ Bangalore / Chennai / Delhi / Gujarat + FAR EAST ASIA** market with their offshore business & provide assistance with all their travel needs
- Oversee all aspects of daily operations including those of complying with set operational business processes, staff performance management, revenue management, timely billing, service levels and customer satisfaction
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- Contracting with hotel in all UAE

Yoko Tourism JLT DUBAI

Business Development / Operations Manager 14 July, July 2014 - June 2015

Responsibilities

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- Oversee all aspects of daily operations including those of complying with set operational business processes, staff performance management, revenue management, timely billing, service levels and customer satisfaction
- Dealing with Vendors, Sales team, Account heads and coordinators and internal management for

smooth functioning of business

- Responsible for smooth completion of billing, Error files, Vendor payment clearance, etc
- Lead, manages, develop & retain a team of 2 resources & assign their roles in line with the business objectives
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- Making quotations and consulting all possible travel agents in India
 - managing all events for trade fair with all inputs
- Contracting with hotel in all UAE
- Writing travel Blogs as a part of tourism

Ready to go Tourism LLC (Dubai)

Business development manager -- Aug 2013 to may 2014

Responsibilities

- Create & Maintain relationship with existing clients, acquire new clients.
- Generating leads via Cold calls, reference calls, sharing presentation to the corporate and responsible for **sales**
 - conversion - to sell hotel room nights/ **MICE**/ FITs, GITs movements. Of the corporate.
- Meet the defined targets from time to time. Maintain rapport with existing clients & acquire more clients to meet the set goals
- Maintain Good Corporate Clientele.
- Maintain strong Communication skills, Interpersonal Skills, Team building, Negotiation Skills.
 - Making quotations and consulting all possible travel agents in India
- Managing all events for trade fair with all inputs
 - contracting with hotel in all UAE

Kerala Holiday Mart (Mumbai)

Team Leader + Corporate + Group School Departures

Responsibilities

- Understand the product & target the market accordingly
 - Generating new leads
- Fixing up meeting and understanding the client's requirement
 - Visit potential customer for new business
- Identify new market for business
 - achieving the target
- Maintaining client relation & getting feedbacks
 - Grow product sales and hit the target volume
- Forecast sales volume, profit margin and achieve clearly defined and mutually agreed profit margins.
 - Make and meet marketing budget expenses
- Develop and continuously evaluate promotional & advertising activities
 - Create, deliver and measure promotional activities
- Deliver innovative branding ideas and marketing approaches
- To oversee all incoming enquiries direct/indirect and ensure that each one is handled in a proper and efficient manner
- To maintain cliental database and update it regular

Travel Voyages (Mumbai)

Senior Holiday Consultant + Tour Manager March 2010 – 2012

Responsibilities

- Understand the product & target the market accordingly
- Generating new leads
- Fixing up meeting and understanding the client's requirement
- Visit potential customer for new business
- Identify new market for business
- achieving the target
- Maintaining client relation & getting feedbacks
- Grow product sales and hit the target volume
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- To oversee all incoming enquiries direct/indirect and ensure that each one is handled in a proper and efficient manner
- To maintain cliental database and update it regular o travelling with every school or Group departures

Cleartrip Mumbai

Operations 2007 -2008
Team Leader 2008-2010

Responsibilities

- Online Ticketing and reporting to the operations head

EDUCATIONAL/PROFESSIONAL QUALIFICATIONS & BUSINESS SHOW ATTENDED

- Passed S.S.C from St Joseph High School 2002-2003
- Passed H.S.C from Ruiz College – Mumbai University in the year 2004-2005
- Passed Boom from Mumbai University in the year 2008- 2009
- Basics in Computers in MS-Word, Excel, PowerPoint & Internet Savvy

PERSONAL DETAILS

- o Date of Birth : 19th dec 1987
- o Marital Status : Married
- o Nationality : Indian
- o Hobbies : Writing , Travelling
- o Languages : English, Hindi, Marathi & Gujarati
- o Contact Number : +971 50 879 8457
- o Email ID : nikiisaac@gmail.com
- o Passport : On request

ABILITIES & SKILLS

- More than 16 years of diverse experience in Tourism & Hospitality industry
- Proven capability in people management, building team relationships, coaching & up-skilling team members
- Ability to work & manage a team of 10-15 resources 24x7*365
- Flexible to work in shifts as and when required
excellent written & verbal communication skills
- Knowledge of selling international & domestic package. Extremely productive in high volume and high business environment
- Quick learner with leadership qualities and with a can do attitude.
- Self starter, hardworking and determined towards the work

ACHIEVEMENTS

- Recognition in Clear trip as the best customer support senior agent
- Recently promoted to General Manager

REFERENCES: Available on request

Date :
Place : **Dubai**

Shweta Isaac