

RAJAN SHARMA

Assistant Manager -
Operations and Sales
Support



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📍 New Delhi

🌐 linkedin.com/in/rajan-sharma-3b34b4157

🌐 LANGUAGES

English ● ● ● ● ●

Hindi ● ● ● ● ●

French ● ● ● ● ●

📄 CERTIFICATES

Certification in A1 French Language

Certified from Alliance Francaise Institute,
Pune (Maharashtra)

🧠 SKILLS

Language Skills

Certification in French Language A1 level from
Alliance Francaise Institute, Pune
(Maharashtra)

Key Abilities and Qualities

- MS-Office, Analytical Work Management, Leadership Quality, Communication skills, Team Management, Customer Relationship Management, and Quick Learning Skills
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Operations Management

| Global Distribution System GDS |
International Flight Operations | Airlines
Ticketing | Accounts Management

🎓 EDUCATION

Master of Business Administration

Amity University

05/2015 - 11/2017 | Noida

Bachelor of Commerce (B.com)

Delhi University

08/2009 - 11/2012 | New Delhi

👛 PROFESSIONAL EXPERIENCE

Satguru Holidays (Top Travel Trip-T3)

Operations and Sales Support

07/2023 - 07/2025 | Benin, Africa

Responsibilities: Ticketing & Operations Management

- Responding to client inquiries, resolving issues, and Providing excellent customer service.
- Analyzing sales data to identify trends, measure performance, and improve strategies for B2B and B2C Process.
- Creation and variation of travel itineraries based on client preferences and needs.
- Managing all aspects of travel operations, including reservations, ticketing, and travel coordination.
- Handles bookings and arrangements for travel inquiries from various sources such as BSP GDS, NDC portal & Inter-branch Deals to secure better Prices and conditions.
- Collaborates with the global Travel Operations team to refine processes.
- Working in Reservation & Ticketing profile for Flights, Domestic and International Issuance, Re issuance, (Multiple seat booking on Amadeus) with LCC's and All Airlines in Amadeus & Galileo and Sabre GDS.

FCM Travel Solutions

Travel & Flight Operations

03/2022 - 06/2023 | Chandigarh, India

- Ticketing & Operations Management
- Working in Reservation & Ticketing profile for Flights, Domestic and International Issuance with LCC's and All Airlines in Amadeus & GDS and on portals, Train booking domestic and International Euro rail and Rail Europe between Europe, UK and USA and Cab Bookings
- Working in Reservation & Travel Arrangements and Handling Big Indian Corporate Accounts I.e; Vardhman Group, Alpha India Pvt Ltd, Tynor Orthotics, Winsome Textiles Industries Ltd and so on;
- Re-issuance of Domestic & International tickets, cancellation, refund
- Hotels reservations - i.e; Domestic and international as in Pan India and as per International requirement.
- Establish passengers' reservations history, collect fees, and explain FAA and airline rules and regulations
- Process reservations via computer and web-based Marriott database

PROFILE

Experienced with Branch Operations management, ensuring seamless daily functions and customer satisfaction. Utilizes strategic thinking to implement efficient processes and enhance team productivity. Knowledge of leadership and problem-solving contributes to sustained success in dynamic environments.

PERSONAL INFORMATION

Date of Birth : 27-Jan 1991

Marital Status : Unmarried

- Hands on experience in Visas I.e; Business, Tourist etc; for English countries like Australia, Canada, United Kingdom & New Zealand and Specialized in USA, Pan Europe, Gulf and Bangladesh, Africa, China etc;

YATRA TRAVEL SERVICES PVT LTD

Travel Operations Analyst

03/2019 – 12/2021 | Pune, India

- Ticketing & Operations Management
- Working in Reservation & Ticketing profile for Flights, Domestic and International Issuance with LCC's and All Airlines in Galileo, Amadeus & GDS and on portals
- Managing Incoming and outgoing calls all over world so as to make effective communication.
- Identify system improvements and work with supervisor and operations team to enact to change.
- Working in Reservation & Travel Arrangements for company management
- Re-issuance of Domestic & International tickets, cancellation, refund
- Monitor and provide response to all custom inquiries and requests and checking and auditing of vouchers and billing
- Checking and Auditing of vouchers and Boarding passes

VIVA HOLIDAY PLANNERS

Reservations Coordinator

08/2015 – 01/2019 | Noida, India

- Administration
- Worked in Reservation & Ticketing profile for Flights, Hotels, Airport transfers, Excursions, etc for U.K and Europe process for Easy-jet, Ryan Air and Wizz Airlines and Euro rails as well
- Checking and Auditing of vouchers and Boarding passes to European Customers
- Creating and monitoring projects and teams
- Supporting the executive team's vision and process ideals
- Supporting all functions of the business to work together

INTERESTS

- Listening to Music
- Travelling
- Reading

DECLARATION

I Declare that that the above information given by me is true to the best of knowledge and belief.

Rajan Sharma