

NEHA JHA

Asst. Professor - Travel

- Teaching Bachelor & Master Students in Travel & Tour Management.
 - Training them with Practical Approach for jobs
 - Assisting students in their placement process
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CORE COMPETENCIES

- Travel Management
 - Excellent Communication
 - Leadership Skill
 - IATA Qualified
 - Take Responsibility & Ownership
 - Travel Software knowledge (GDS)
 - Good Interpersonal Skills
 - Self-Motivated
 - Analytical and Problem Solving Skills
 - Customer Service Skills
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SKILL SUMMARY

Total 10 years of work experience in travel trade.

- Knowledge on Contracting with Overseas Supplier,
 - Travel Product development & preparing costing,
 - Sales Techniques & Customer Service Handling
 - Air reservation on CRS,
 - Handling Corporate Travel & Training
 - Train Fresher for travel industry
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Work Experience

ITFT (Institute of Tourism & Future Trends), Chandigarh (Jun 2012)

Lecturer & Trainer for Tourism dept. (Bachelor Degree & Master Degree subjects)

- Travel Agency & Tour operation - Technical education
- MICE
- Destinations knowledge (Domestic & International Destination)

SDG - Software Development Group - Noida (Nov 2010 - Nov 2011)

SENIOR EXECUTIVE - TRAVEL

- Arranging for End to End travel (VISA documentation, Hotel Bookings, Air tickets, Transfers, Car Rental etc) for In House Colleagues for Outside India & with in India
- Assisting in Organizing Conference within INDIA & USA
- Administrative Documentations.
- Handling the Security system of the company.

SOTC - Kuoni Travel India Ltd, New Delhi (AUG 2009 - AUG 2010)

SENIOR EXECUTIVE - Retail Service, DIYH Division (Do it yourself Holidays)

- Sales & customer service for international department
- Operating on the closed sales till the passenger Returns back
- Costing of the queries given by the walk-in client & regular passengers
- Handling all the Ex-passengers clients
- Capable to handle the queries & close the sale independently

COX & KINGS, Mumbai. (March'2007 - Aug' 2009)

- **EXECUTIVE - CONTRACTING (HEAD OFFICE), TRADE FAIRS DIVISION, International**
 - Contacting and Contracting with Overseas suppliers
 - Costing of the Products
 - Handling FIT booking
 - Co-ordinating with the branches for promotion of Sales
- **EXECUTIVE - SALES & OPERTIONS, MUMBAI BRANCH, TRADE FAIRS DIVISION, International**
 - Handling Customer queries
 - Air Reservation
 - Tele- Sales
 - Field Sales
 - Visa processing
 - Documentation
 - Overall operations for the booking closed in Trade fair dept.
 - Handling FIT bookings
 - Giving training of ONLINE systems (Intranet System)

Orbitz Corporate & Leisure Travel India Pvt. Ltd. Mumbai

EXECUTIVE -CUSTOMER RELATIONS, BUSINESS TOURS DIVISION, (Jun 2006-March 2007)

- Catering to the Business Tour clients
 - Arranging visa documents and coordinating for the same
 - Arranging travel documents
 - Issuing tickets
 - Assisting Operations
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KEY ACHIEVEMENTS /ACCOMPLISHMENTS /AWARDS

- Awarded with Best Customer Service Executive of the year. (2008 in Cox & Kings)
 - Traveled to Germany & Paris (as Incentive along with the group of 200)
 - IATA/UFTAA -AMADEUS package (Passed in April 2006 with Distinction)
 - Performed Certificate course in Adventure Camping by DMAS, Manali that included many activities like rock climbing, chimney climbing, river crossing, trekking etc
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TECHNOLOGICAL SKILLS

Well versed with MS Office,
Knowledge to work on CRS (Customer reservation system)
Well versed with Internet operations.

EDUCATIONAL QUALIFICATIONS / CERTIFICATIONS

Master in Business Administration (MBA) in Hotel & Tourism Management
Jodhpur National University, Jodhpur (Passed in June 2014 with 1st Division)

Bachelors in Travel and Tourism management (BTM) - Ticketing & Tour Operations
Indian Institute of Travel and Tourism Mgt., Bhubaneshwar (Passed in June 2006 with 1st Division)

Diploma in Travel, Tourism and Airport Handling -1 yr
YMCA, Delhi (Passed in 2002 with 1st Division)

Travel Industry Interface Programme - (Creating Specialists Programme)
Orbit Travel Business School (June 2006)

Basic Certificate Course - Ticketing
AMADEUS VISTA, Mumbai (Passed in June 2006 with 1st Division)

GDS Fares and Ticketing course - IATA/UFTAA
AMADEUS package (Passed in April 2006 with Distinction)

TRAININGS/SEMINARS/WORKSHOPS

1. TRAINEE, IMPACT HOLIDAYS, DELHI (June 2004-July2004)
Handling Ticketing from Amadeus software Package
Office Documentation
Selling tour packages
Handling customer queries
2. Dissertation titled as "MICE TOURISM IN INDIA - A CASE STUDY ON NEW DELHI" was submitted in Dec 2005
3. Attended the World Travel Mart in Mumbai in February 2004

PERSONAL DOSSIER

Date of Birth: 2nd November 1983

Marital Status: Married

Languages: Hindi, English and Elementary knowledge of French

Hobbies & Interest: Traveling new places, Listening songs, Dancing and playing badminton.

Permanent address: House no -3510, sector - 35 D, Chandigarh
