

## **DHARMESH.DHAKAN**

Contact No (India): +91 8828820268

E-Mail: dharmeshdhakan@hotmail.com

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Aiming for roles in Manager For Visa processing, Client Relationship Management with an organization of repute

### **Personal Details**

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Date of Birth	24 <sup>th</sup> November 1987
Languages Known	English, Hindi, Gujarati & Marathi
Address (India)	C-1104 SK Imperial Heights, Mahajanwadi, Penkarpada, Mira Road East, Thane-401107
Passport No	T6653734(Expiry 14/07/2029)
References	Available on request
Skype ID	dharmeshdhakan11

### **Scholastics**

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B.Com. from L. S. Raheja College of Arts and Commerce, Mumbai University	2010
12 <sup>th</sup> from G.H. Junior College of Arts and Commerce, Maharashtra State Board	2007
10 <sup>th</sup> from Infant Jesus High School, Maharashtra State Board	2005

### **Diploma / Course**

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- ◆ Diploma in International Airline and Travel Management from IITC.
- ◆ Completed IATA/ UFTAA from the IITC Authorized Training Center of IATA/ UFTAA courses. (Canadian Based Diploma Course)

### **IT Expertise**

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- ◆ Well versed with MS Office (Word/ Excel/ PowerPoint) and Internet Applications.

### **Professional Summary**

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A competent professional with **over 13+ years** of experience in Travel and Tourism operations, Ticket Reservation, Visa Assistance, preparing tour itinerary, Cancellation, Refund, Hotel, Car Rental, and Client Relationship Management. Acquired sound exposure in visa form filling for Major Countries, planning & preparing cost itineraries for clients and making travel & accommodation related bookings/ reservations. Experience in booking tickets & vouchers for travel and accommodation; maintaining all relevant documentation/records of transactions and collecting payments. Hands-on Ticket Reservation, Cancellations & Refunds; involved in the collection, evaluation, and response (as appropriate) to customer feedback and providing pricing information. Familiar with drawing *Itineraries, GMT Calculation*. Gained a good understanding of working on *Amadeus, Galileo & World Span Systems/ Applications*. Possesses good communication & interpersonal skills as well as the ability to understand the client's needs.

**Core Skills include:**

*Travel Operations*

*Ticket Reservation & Refunds*

*Client Relationship Management*

*Visa Documentation*

*Booking & Rebooking*

*Fare Negotiation*

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**Key Deliverables:**

- ◆ Handling a team of 25+ members.
- ◆ Well versed with 50+ Countries Visa Formalities (Helped more than 25000+ Visa applicants)
- ◆ Acquired good knowledge on Several Categories of US Non Immigrant Visa's.
- ◆ Assisting clients & B2B Corporate Clients with ticket booking, visa, hotel reservation rebooking, cancellation, refund, Hotel, Car Rental for international/ domestic destinations (GDS-Amadeus/ Galileo).
- ◆ One of my job profiles in Regency Travels & Tour was Training and Coaching, helping my Manager with Mentoring and doing On Job Training for New Hires and existing team members.
- ◆ Role Played - Implant in charge & Branch in charge.
- ◆ Maintaining a database of customers inquiring or using company provided services.
- ◆ Negotiating with other tour operators, airlines, companies & vendors, for agreeing on mutually beneficial fairs.
- ◆ Analyzing feedback received from clients; attending to client complaints and queries related to travel plans.
- ◆ Familiar with BSP.
- ◆ Handling booking of the itinerary in the lowest available fare; issuing an average of 70 tickets per day.
- ◆ Managing issue, void, and cancellation of EMD, MCO in 1A & 1G, and VMPD in BSP.
- ◆ Ensuring the smooth processing of refunds in 1A/1G.
- ◆ Efficiently carrying out full or partial, exchange ticket calculation of re-issuance & refund.

**Organizational Exposure**

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Dec 2016 to Till Date	Fly For Holidays (Sales & Operation Manager)
Feb 2016 to Dec 2016	American Express Global Business Travel (Sr. Travel Counsellor)
Aug 2014 to Nov 2015	Regency Travels & Tours (Doha, Qatar) Senior Travel Consultant
Sep 2012 to Dec 2013	WNS Services PVT. Ltd. (Process- Expedia) Senior Travel Associate
Apr 2011 to Apr 2012	Sutherland Global. (Travel Consultant)

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## **Fly for Holidays- December 2016 - to date ( Position - Sales & Operations Manager)**

- ◆ With Fly for Holidays, my journey started as a Consultant in the year 2016 to date wherein I have progressed from Travel Consultant to Sales & Operations Manager and has expanded my horizons in the Visa and travel field as on taking multiple responsibilities inclusive of:
  - ◆ Processed 50 + Countries for visa. Gained Good Understanding of Non Immigrant US visa category B1/B2, F1, H1B,J, L1 & their dependents visa. cancellation, and refunds of air tickets on Amadeus & Galileo for the International & Domestic sector, and negotiations for group bookings.
  - ◆ Handled group and customized bookings for international & domestic tour packages.
  - ◆ Preparing the itinerary with a good understanding of domestic & international destinations including the Middle East, South East Asia, and certain parts of Europe.
  - ◆ Expertise in visa processing while handling more than 10,000+ applications for tourism/visitors, transit & business purpose for UK, Canada, Schengen Countries, Australia, New Zealand, and several other countries.
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## **Global Business Travel (American Express) Feb 2016 - Dec 2016 (Position - Travel Consultant)**

- ◆ At Global Business Travel (American Express) I was working as a Floater handling corporate clients - Johnson & Johnson, Credit Suisse Bank, Bank of America, and ATOS. Booking their Air Tickets and other travel arrangements was a significant responsibility.
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## **Regency Tours & Travels - Aug 2014 - Nov 2015 (Position - Travel Consultant)**

Holding a work permit at Qatar-Doha, Regency tours & travels with the job title of Travel Consultant with the duties included in the profile where:

- ◆ Issuance of Regency staff tickets,
  - ◆ Handling walk-in customers
  - ◆ Resolving client queries over customer care number
  - ◆ Training new joiners on Amadeus.
  - ◆ Hotel Sales Specialist
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## **WNS - September 2012 - October 2013 (Position - Senior Associate)**

I was designated as a Senior Associate - OPS with WNS Global Services Pvt. Ltd working for the online portal - Expedia UK ([www.expedia.co.uk](http://www.expedia.co.uk)) presenting the air ticket bookings department that included:

- ◆ Issuance & Reissuance of Air Tickets - International & Domestic on Worldspan & Amadeus,
  - ◆ Monitoring real-time queues with regards to payment failures & schedule changing,
  - ◆ Co-ordination with the customers for change in the schedule of flights,
  - ◆ Cancellation & processing of refund on GDS & BSP links, and
  - ◆ Rotational shifts.
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## **Sutherland - April 2011 to May 2012 (Position - Travel Consultant)**

While working with Sutherland I was designated as a Travel Consultant and my job profile included working for the online portal - Clear Trip and was given the exposure integrated to the air ticket bookings which included:

- ◆ Issuance & Reissuance of Air Tickets - International & Domestic on Galileo & Amadeus,
- ◆ Monitoring real-time queues with regards to payment failures & schedule changing,
- ◆ Co-ordination with the customers for change in the schedule of flights,
- ◆ Cancellation & processing of refund on GDS & BSP links, and

- ◆ Rotational shifts.