

Malayaz Thapliyal

Delhi, India



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Summary

Experience travel professional with a history of working in leisure, MICE, Incentive travel. Skilled in customer handling, ground operation and successful execution of travel services across Europe. Post graduate from Indian Institute of Travel and Tourism Management. Hunger to learn more, desire to do better than before.

Experience



Business Development Manager

Truvai Global

Jun 2020 - Present (8 months +)

- Working as a free lancer for the new project on training
- Managing Truvai Training Operations
- Engagement with students who have enrolled with the training program.
- Speaking and coordination with potential clients and colleges for the training program
- Content creation for social media and website
- Running and Operating Lead Generation and Engagement Campaign on social media
- Data Collection and Representation with the team as and when required



Sr. Executive Europe Operations

Orchid Global

MAY 2017 - Jun 2020 (03 years 01 Months)

Responsibility includes

- Working closely on the potential leads and conversion
- working with the team to maximize the conversion for Europe Department
- Acting as a sales support - educating the client, working on parts of costing and routing before pitching the deal to the B2B customer
- keeping track of incoming queries and sharing data as and when required
- Negotiating & coordination with the Hotel for the best rates of the year



Fareportal

Travel Consultant

October 2015 - July 2016 (10 months)

Gurgaon, India

- Worked as a travel consultant for american travellers
- suggestion on airfare ticketing and routing and booking tickets
- knowledge about GDS - Saber and Amadeus
- maintaining logs, up selling and sales

Skills

- Microsoft Office
- Tourism
- Product Development
- Customer Service
- Team Leadership
- Sales
- Customer Relationship Management (CRM)
- Client Relations
- Social Media
- Business-to-Business (B2B)



Trainee

NTPC

Feb 2014 - Jun 2014 (5 months)

Education



Indian Institute Of Tourism And Travel Management

Master of Business Administration (MBA), Tourism and Travel Services Management
2016 - 2018



World college of Technology and Managment

Bachelor's degree in computers science, Computer Software Engineering 2010 - 2014



BGSIPS dwarka

high school, Computer and Information Sciences and Support Services 2010 - 2012