

VENKATESH V P

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# PROFESSIONAL SUMMARY:

Highly skilled product support analyst with expertise in the hospitality sector and based software. Vast experience in high-volume environments with strong analytical communication and managerial abilities.

**INTERNATIONAL EXPERIENCE**:

MGM GROUP OF COMPANIES, PORTUGAL, EUROPE; Duration: (May‘18 – Jul‘18) & (Oct‘18 – Dec’18)

* Acted as a contact point for business users and internal resources for projects assigned.
* **Projects** – **PMS/POS Implementation** for **MGM – Europe** properties.
* **Projects - GDPR Implementation** for **MGM - UK & Europe** properties.
* Systematize with the vendors for the project accomplishment & gap issues in software’s.
* Delivered guidance and support for all PMS/POS/GDPR & other vendor software’s related queries to the clients.
* Maintenance, SOP Documentation, Execution & Project Management.
* Performed other IT or Systems related task assigned by the management.
* 24/7 Support (Including weekends, evenings and holidays).

# CORE COMPETENCIES:

* Domain competence & problem-solving skills.
* Excellent communication & listening skills.
* Analytical skills.
* Vast technical knowledge and multi-tasking abilities.
* Experience using help desk software and remote support tools.

# TECHNICAL SKILLS:

**Hotel’s Operation Software’s (PMS/POS/CRS)**: Opera, Host Hotel Systems, New Hotel, and Guestline.

**Enterprise Resource Planning (ERP)**: Primavera, Sage.

**Channel Manager:** Site Minder, Rate gain.

**Invoicing Software**: Bavel.

**Payments Software**: Payment Gateway, Payment Express, World Pay.

**Booking Engine**: Avvio.

**Major Online Travel Agencies (OTA)**: Booking.com, Expedia, Priceline, Trip advisor, Dnata, Agoda etc.

**Major Offline Travel Agencies (TA):** OTS, Serhs, Side tours, Thomas cook, Sunhotels etc.

**Reviews Software**: Review Pro, Feefo.

**MS Office & Office 365**

**Marketing Tool (CRM):** Sendinblue, Zen desk.

# PROFESSIONAL EXPERIENCE:

**Product Analyst – PMS**@ MGM Group of Companies, Chennai (Nov’17- Present).

* Responsible for managing the project timeline for PMS/POS.
* Be responsible for project reporting, including expenditure, ad-hoc analysis, and presents issues that require senior management attention.
* Participate in quality assurance of new product and/or version release software when required.
* Managed L1 & L2 issues and coordinated with the developers for L3 support for request enhancements.
* Work with support vendors on product support issues to ensure that service standards are exceeded.
* User profile maintenance in all operation software’s.
* Statistical posting, Revenue based reports preparation from ERP software’s.

**Contact Center Analyst** @ Crotus Technologies Pvt.Ltd, Chennai (Jan’17 –Oct’17).

* To provide training on non-technical and operation oriented guidance on modules.
* Scheduling and documentation training to the clients.
* Be familiar and adhere to the latest training and installation standards and procedures.
* Scrutiny connector logs in the site minder & loading rates for Online/ Offline.
* Invoicing software - Exporting, acknowledgments & issues handled.
* Handling admin related work in guest review software’s.
* Sorted most of the code distance problems in software’s for good and smooth operation.
* Assisted in reports deployment by providing the business knowledge and concept to the developers.

**Junior Support Executive** @ Crotus Technologies, Chennai (Oct’15 – Dec’16).

* Zopiam/Zen desk chat support to customer queries and business development.
* Handling OTA/TA reservation creation/ verification/ preparing stop sales for offline agents.
* Responding Client/Guest queries through – Email, Call, Chat and Remote support.
* Handling extranets on Major Online Travel Agent extranets / Offline Travel Agent.
* Payments process for OTA/TA bookings.
* Data Quality checks on reservation migration and revenue check.
* Providing consolidate reports to the management regarding OTA/ TA contracts.
* Reports verification e.g. Trial Balance, Manager Dashboard report, Guest & Package Ledger.

# ACADEMIC PROFILE:

* B.Sc. in Hospitality and Hotel Administration/Tourism @IHM CHENNAI (2012-2015).

# PERSONAL DETAILS:

Father Name : Prabhakaran V (Late)

Date of Birth : 10 June1995

Gender : Male

Nationality : Indian

Linguistic Proficiency : English, Tamil (Read/Write)

Passport Number : R7322037