

Tushar M Panchal

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CAREER OBJECTIVE

I am highly energetic person with flexible attitude and constructive approach. I do possess burning desire of new learning and growth leading to quality enhancement of not only my life but also myself as a trustworthy, accomplished and intelligent team player.

PROFESSIONAL SYNOPSIS:

- ❖ **9 years** of work experience in customer service & sales, specializing in **handling clients / Relationship Building and Complex Negotiations** also **Closing Strategies**.
- ❖ Good working knowledge of business development & expansion.
- ❖ Experienced in handling the face to face clients, over calls & emails.

SKILLS:

- ✓ Business Development
- ✓ Lead generations
- ✓ Strong Presentation skills
- ✓ Handling customer service
- ✓ Revenue generations
- ✓ Good in handling different kind of people
- ✓ Good knowledge of Customer service and Sales.

PROFESSIONAL EXPERIANCE:

Company: **ManekTech**
Designation: Business Development Executive **Oct' 20 to Till Date**

Project and Daily Activities

Dealing with International clients on emails and calls. Marketing for website development and mobile app developments.
Leads Generations, Marketing, Handling requests on calls and Emails. Supporting Channel Sales.

Company: **FCM Travel Solutions: Ahmedabad** **Jan' 19 to Oct' 20**
Designation: Senior Travel Consultant

Project and Daily Activities

Handling corporate accounts globally: **Sophos & Sterlite** dealing with reservations, hotel booking, business & tourist visa query. Managing sales of company by achieving target in reservations and hotel bookings. Managing business with new corporate clients.

Company: QATAR AIRWAYS:
Designation: CUSTOMER SERVICE AGENT

Mar' 14 to Jan' 19

Project and Daily Activities

Handled Privilege Club accounts of passengers by assisting them over Service Request and Emails.
Dealing with VIP customers. Handling Sales & Reservation. Issuing Promo code and Selling with Corporates and Passengers to gain more business.

Company: Indigo Airlines LTD
Designation: CUSTOMER SERVICE AGENT

Apr' 12 to Feb' 14

Project and Daily Activities

Deal with anxious passengers and tight schedules on a daily basis. Ticketing and counters.
Consistently offered high level of customer services.

ROLES:

- ✓ Support Pre-sales activity to company.
- ✓ Meet Sales Target on regular basis
- ✓ Provide detail information regarding product to clients.
- ✓ Developing business with company.
- ✓ Achieving sales target of company and received appreciation from management.

EDUCATION:

Bachelor in Commerce **2012**
• J.G College, Gujarat University, Ahmedabad, Gujarat

Aviation Management **2012**
• Frankfinn Institute, Ahmedabad, Gujarat

PERSONAL DOSSIER:

Date of Birth : 06 Mar 1991
Language : English, Hindi, Gujarati
Permanent Address : A15 Shrey Appartment, Nr. Keshav Baug wadi road, Nava Vadaj, Ahmedabad- 380013.

Regards
Tushar Panchal