



ALPA NAIK

HUMAN RESOURCES MANAGER

BIRTH DATE : 30/10/1985

My Contact

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📍 1. MARRA, PILERNE, BARDEZ, GOA
2. EVERSHINE NAGAR, MALAD (W)
MUMBAI

🌐 [www.instagram.com/
socialsignalmarketing](http://www.instagram.com/socialsignalmarketing)

IT Skill

- Google AdWords - KeywordPlanner
Google Analytics - WebmasterTool SEO -
SEM Rush, Ahrefs, Ubersuggest SMM -
HootSuit Email Marketing - MailChimp
WordPress

Soft Skill

- Observation
- Decision making
- Communication
- Multi-tasking

Education Background

- Bachelor of Commerce from
Goa University Completed in 2005

**Pursuing PG in Human Resources Management
from Welinkar Institute**

Professional Certification

- PASHIUM International Institute of Digital
Marketing, Pune, India
*Certification in Advanced Digital
Marketing program 2.0*
Completed in 2021
- Frankfinn Institute, Goa, India
*Diploma in Aviation, Hospitality and Travel
Management*
Completed in 2006

About Me

Skilled Manager offering 12+ years of progressive experience in Corporate. Strategic leader, decision maker, corporate trainer and problem solver.

HR Professional Experience

**Grand Empire Hotel Supplies – Porvorim Goa
| Human Resources Manager & Social Media Analyst**

Mar. 2022 – Present

- Key responsibilities:
 - -Follow programs closely to assess effectiveness and make proactive changes to meet changing demands for a growing company. -
 - Lead and provide direction to staff by providing training, learning and development. -
 - Develop succession plans and promotion paths for all staff. -
 - Direct job via LinkedIn, recruitment agencies and other social media sources for Sales department, Accounts Department and back office.
 - Salary management, onboarding staff and appraisal.
 - Managed social media campaigns and reviewed content in order to optimize it.
- • HR policies • Salary Management • Employee Relation • Performance Management • Training and development • Communication • Staff Management • Leave management

**Open Road Hospitality Pvt Ltd. – Porvorim Goa |
Manager**

Jul. 2021 – Feb. 2022

- Key responsibilities:
 - Performing day to day Managerial activities. -
 - Direct job via LinkedIn, recruitment agencies and other social media sources for Sales department, Accounts Department and back office.
 - Managed social media campaigns and reviewed content in order to optimize it.

TRAVEL & AVIATION PROFESSIONAL EXPERIENCE

I have worked with different travel management company and Airline industry from Aug. 2006 till June 2020

Europe Travels, Doha, Qatar | Corporate Reservation Officer

Apr'2017 to Jun2020

Key Responsibilities

- Establishing goals and plan of action in coordination with top management personnel.
- Direct job via LinkedIn, recruitment agencies and other social media sources for Sales department, Accounts Department and back office.
- Expanding clientele for the organization and mentoring team.
- Dealing with customer enquiries in-person, over the phone or via email; contacting prospective customers and discussing their requirements. Contributed consistent growth to all new assigned territories.
- Accountable for corporate/ business sales. • Co-ordinating with airlines for best corporate and special fare deals.
- Airline ticketing on Galileo GDS
- GDS and process training to staff as per product development and new staff.
- Augmentation of airline booking process and through knowledge of API.

ITC Fortune Acron Regina | HR Executive

Jan '2017 to Mar 2017

- Key responsibilities:
- Follow programs closely to assess effectiveness and make proactive changes to meet changing demands for a growing company. -
- Lead and provide direction to staff by providing training, learning and development. -
- Develop succession plans and promotion paths for all staff. -
- Direct job via LinkedIn, recruitment agencies and other social media sources
- HR policies • Salary Management • Employee Relation • Performance Management • Training and development • Communication • Staff Management.

AMERICAN EXPRESS GLOBAL BUSINESS TRAVEL |Senior Travel Counselor

Jan'2016 to Dec 2016

Key Responsibilities

- Establishing goals and plan of action in coordination with top management personnel.
- Expanding clientele for the organization and mentoring team to build strong buyer for inbound/ outbound travel packages.
- Dealing with customer enquiries in-person, over the phone or via email; contacting prospective customers and discussing their requirements. Contributed consistent growth to all new assigned territories.
- Efficiently handling a team of Business Managers, Relationship Manager, and Executives.
- Planning and execution of customized corporate & individual travel packages.
- Accountable for corporate/ business sales.
- Airline ticketing on Sabre and Galileo GDS
- Booking holidays through online portal and vendors
- Augmentation of airline booking process and through knowledge of API.

Achievements:

- Displayed excellence in improvising tour and travel plans with increase in monthly sales.
- Successfully achieved team Monthly Revenue targets by acquiring new clients and attained high sales & profitability.
- Represented the product development and Implementation.
- Actively participate in meetings strategically required to boost the corporate travel package sales.
- Higher success rate with customer's satisfaction

CIELTRAVEL AND TOURISM, Dubai (UAE) |Holidays Lead

Apr 2014 to Dec'2015

Key Responsibilities

- Driving excellence program for entire business vertical in Dubai since Jan'2015 and successfully increased the sales of holiday packages by 25%.
- Expanding clientele for the organization and mentoring team.
- Airline ticketing through Sabre and Amadeus GDS
- Thorough knowledge of airline booking process and API

Achievements:

- Appreciation of last minute travel seat confirmation
- Increased 25% of sales in holiday packages in Ciel Travel and Tourism thereby increasing overall sale
- Booking holidays through online portal and vendors
- Augmentation of airline booking process and through knowledge of API.
- Displayed excellence in improvising tour and travel plans with increase in monthly sales.
- Successfully achieved team Monthly Revenue targets by acquiring new clients and attained high sales & profitability.
- Represented the product development and Implementation.
- Actively participate in meetings strategically required to boost the corporate travel package sales.
- Higher success rate with customer's satisfaction

EMIRATES Airlines, Mumbai | Passenger Sales & service Agent

Jun'2010 to Oct'2013

Key Responsibilities

- Served as passenger sales and service agent for around 4 years.
- Responsible for quick airline ticketing on easy Mars CRS System.
- Cost effective hotels booking through different online portals for travellers.
- Skyward knowledge- loyalty program

Achievements:

- Considered as most Efficient Employee with proven track records.
- Efficient Counsellor, handling last minute bookings effectively.

DEMPO TRAVELS PVT LTD | Goa Reservation officer

May'2008 to Jun'2009

Key Responsibilities

- Evaluation & analysis of travel tariff on GDS (Amadeus)
- Efficient travel management for in-person queries
- Co-ordination with airline sales support for booking confirmation
- Handled customer queries and reservations for international and domestic sectors.
- Followed-up regularly with various airlines for seeking confirmation on PNR statuses, getting information on new deals and discounts.

ONE STOP TRAVEL PVT LTD, Goa Reservation Officer

Nov'2007 to Apr'2008

Key Responsibilities

- Proffering best possible tariffs by GDS (Amadeus and Galileo)
- Managing walk-in clients for travel management services
- Match-up with airline sales support for booking confirmation
- Handled customer queries and reservations for international and domestic sectors.

FIRST EUROPEAN INFORTECH INDIA LTD | Business Consultant

Aug'2006 to Aug'2007

Key Responsibilities

- Liable for reservations through E-ticketing.
- Proffering best possible tariffs by GDS (Galileo)
- Managing walk-in clients for travel management services
- Match-up with airline sales support for booking confirmation
- Handled customer queries and reservations for international sectors.

OTHER PROFESSIONAL CERTIFICATION

Completed Basic and Advanced training reissue and refunds (ATC)- Nov 2018

Completed Basic Course in SABRE May 2013

Basic CRS course of Galileo –May 2006 – Frankfinn Institute