

# Anit Gopinath

45 Years

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**TRAINING (10 Yrs) | BUSINESS DEVELOPMENT (16 yrs) | OPERATIONS (16 Yrs)**

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## EDUCATION

ACADEMIC	PROFESSIONAL
<b>B.A.</b> (Pub Admin, Pol Sci. & Soc Sci.), (Hyderabad)	<b>IATA/UFTAA CONSULTANT (INSTRUCTOR), Mumbai</b>  <b>IATA/UFTAA FOUNDATION - (INSTRUCTOR) , Mumbai</b>  <b>IATA/UFTAA STANDARD, Muscat</b>  <b>IATA /FIATA PROFESSIONAL SKILLS FOR DGR INSTRUCTORS, Singapore</b>  <b>IATA /FIATA DGR INITIAL COURSE (Distinction), Mumbai</b>  <b>IATA /FIATA DGR INITIAL REFRESHER, Bangalore</b>  <b>GALILEO Core, Fares and Ticketing , (Mercator)Muscat</b>  <b>GALILEO Agents Ticketing Course, Mumbai</b>

## OTHER SKILLS

IT	OTHER
<b>TRAVEL ( AMADEUS)</b>  <b>HOSPITALITY ( FIDELIO)</b>  <b>GENERAL(Web programming (HTML/PHP/Little JS), MS Word, Excel, Power Point and other internet and PC applications)</b>	<b>Languages Spoken</b> English, Hindi, Malayalam, Tamil, Conversational Arabic  <b>Extra-curricular</b> Ex – State/Club level football player, avid chess player and reader.

## WORK HIGHLIGHTS

### MUMBAI

<b>Company</b>	<b>Designation</b>
<b>IITC, AHA, TRADEWINGS, TAI , Mumbai</b>	<i>Senior IATA Instructor (Travel, Cargo and DGR)</i>
<b>Travelogue</b>	<i>Owner and Manager Operations(Travel and Tourism)</i>
<b>ABCN Travel Management Pvt Ltd (BAFNA Group)</b>	<i>Business Head (Travel and Tourism)</i>
<b>Trident Flight Handlers Pvt Ltd</b>	<i>Head Of Operations And Business Development (Airport Operations)</i>
<b>BTI Sita – A Div. Of Kuoni Travel (India) Pvt. Ltd</b>	<i>Manager – Operations (Corporate Travel)</i>

### OMAN

<b>Company</b>	<b>Designation</b>
<b>Al Huzaily Travel, Tourism &amp; Cargo</b>	<i>Commercial Manager (Travel, Tours and cargo)</i>
<b>Bahwan Cargo Agency</b>	<i>Cargo Executive (Air and Sea Freight)</i>
<b>Moon Travels</b>	<i>Counter Staff To Branch In Charge (Travel, Tours and Cargo)</i>

## **EXPERIENCE**

### **TRAINING**

#### **SENIOR INSTRUCTOR – IATA/TRAVEL/CARGO/DGR** ( 10 Years )

**TRAVEL ACADEMY OF INDIA, ITC, AHA(Air Hostess Academy ), TRADEWINGS INSTITUTE OF MANAGEMENT** - Mumbai (2001 – 2009 & 2012 / 2013)

*IATA / UFTAA (Foundation and Consultant), IATA / FIATA(Cargo and DGR) training programs for airline reservations, fare construction and ticketing, BSP settlement procedures, tour products, customer relations, automation(GDS/CRS), documentation etc.*

#### **Role**

- Establishing curriculum
- Instructing/ Lecturing
- Assessment / Evaluation

### **OPERATIONS AND BUSINESS DEVELOPMENT**

#### **OWNER AND MANAGER - OPERATIONS**

**TRAVELOGUE**, Mumbai (Feb 2009 to 2013 & 2014 till Date )

*Inbound / Outbound Tours and Travel Services*

#### **Role**

- Vendor /Supplier Management, Rates/Deals negotiation, Business Development,
- Client Relations – from inquiry generation stage till closure and post sales,
- Operations - Travel Services /Tours – Itinerary Planning, Flight reservations, Hotel Bookings, Car Rentals, Tours
- Sales and Revenue Management,
- Training

#### **BUSINESS HEAD**

**ABCN Travel Management Pvt Ltd**, Mumbai (2013 / 2014)

*Inbound / Outbound Tours and Travel Services*

#### **Role**

- Revamp Operations
- Establish strong framework of systems and processes
- Strategic Business Planning
- Ensure Profitability
- Sales and Revenue Management,
- Brand positioning and Promotion

## **HEAD OF OPERATIONS AND BUSINESS DEVELOPMENT ,MUMBAI**

**TRIDENT FLIGHT HANDLERS PVT LTD, Mumbai (2010 to 2012)**

*Heading operations for services such as Ticketing, Left Luggage and Lost and Found counters and warehouses on 24x7 basis at Counters at all Terminals at Mumbai Chhatrapati Shivaji International Airport with a team including Operations Manager, Duty Managers, Customer Service Executives and utility staff*

### **Role**

- Liaisoning with MIAL commercial and operations departments
- Negotiating contracts , contract rates and SLAs
- Ensuring highest level of service delivery
- Generating, Maintaining and sending reports / MIS
- Revenue and sales management
- Maintaining excellent customer relations and attending to customer complaints and ensuring time bound resolution

## **MANAGER – OPERATIONS**

**BTI SITA – A Div. Of Kuoni Travel (India) Pvt. Ltd. – Mumbai (2005)**

### **Role**

- Overlook entire travel operations for major corporates for Reservations, Ticketing, Tours, Documentation etc - with a team of 60 personnel including 5 Team Leaders and 10 Implants.
- Close co-ordination with sales, accounts, admin and HR
- Inter-branch co-ordination

*Client Profile : DOW, DUPONT, IFLEX, JK, E-Funds.....*

## **MANAGER**

**MITT TRAVELS, Mumbai (1999 - 2001)**

*Rent a Car operations / Air ticketing*

### **Role**

- Business Development
- Client Relations
- Revenue management, Accounting

*Client Profile : Citibank, Citicorp, Eureka Forbes, TATA Finance, Varun Shipping, Jindal Iron and Steel etc*

## **COMMERCIAL MANAGER**

**AL HUZAILY TRAVEL, TOURISM & CARGO – Oman (1996 -1999)**

*Air ticketing, tour packages, documentation, cargo services*

### **Role**

- Liaison with Airlines and GSAs/PSAs for acquiring PLBs and target based incentives
- Business Analysis & Development (Including Profit / Loss Analysis for Company)

- Operations - Reservation & Ticketing, Fare portfolio Management, Ticket Stock control/Inventory Management
- Promotion of Tour Packages, Airline sales reporting,
- Cargo Operations (Air and Sea Freight)

*Client Profile (Locals & Expatriate) : Ministry of Health, Education, Director General – MOH, Officials of Royal Oman Police, Business Houses, Professionals - Doctors , Teachers etc, Labourers*

**Achievements:** Participated and presented business related views at YIC Yield Integrating Committee comprising of all airlines and agents in Oman. Was also instrumental in obtaining the Golden Award for the Agency for the highest Air India sales in the interiors of Oman.

### **COUNTER STAFF TO BRANCH IN CHARGE**

**MOON TRAVELS , Oman, (1991-93)**

*Air ticketing, tour packages, documentation, cargo services*

- Reservation & ticketing, Package Tours promotion
- Attaining business targets , Branch Management
- Ticket Stock control, Airline sales reporting.