



# SARBAJIT CHATTERJEE

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## PROFESSIONAL SUMMARY

A science student, turned passionate photographer and travel enthusiast; I have done my Masters in Business Administration (MBA) with a specialization in Tourism and Travel management. I have a great interest in managing guests as a manager on the floor! I have served the Tourism industry since February 2019 and I am quite confident about delivering my enthusiasm and work-ethics to prove myself worthy to the organization. I am a team player, who values the teammates and the team leader. My objective is to work in an environment which encourages me to succeed and grow professionally where I can utilize my personal skills and knowledge appropriately.

## EXPERIENCE

- GUEST FACULTY – Department of Tourism** *2022 - Present*  
*Ramakrishna Mission Vidyamandira, Belur Math, Howrah, India*
  - Scheduled for special papers
  - Special lectures on Seminars
- CUSTOMER SERVICE AGENT** *Aug 2021 – Feb 2024*  
*Qatar Airways, Ahmedabad, India*
  - Reservation and modification of Airline ticket through Amadeus System.
  - Customer management and Sales.
  - Customer Contact Service front-liner (Communication in English).
  - Have already sold more than 10 million USD worth of airline services.
- SALES AND MARKETING MANAGER** *Aug 2019 – July 2020*  
*Himalayan Heli Services Pvt. Ltd., New Delhi, India*
  - Organised various B2B and B2C communications as a Sales Representative of the company and had a handsome closure throughout the time.
  - Executed company's Marketing campaign on Social Media and other platforms as a Manager of the marketing team.
  - Acted as the client handling representative at the Helipad and solved practical problems during the operations.
  - Provided administrative support at the Heli-base of Dehradun on Chardham Seasons (Uttarakhand Chardham Helicopter Services).
  - Helped in the flight planning and execution management during the Chardham Charter flight operations.
  - Designed all the creatives on Photoshop and CorelDraw for the Social media Campaigns run by the company and scheduled the planning of the daily- posts.

**4. DESTINATION EXPERT AND SALES EXECUTIVE** Feb 2019 – July 2019

*Red Letter Holidays Pvt. Ltd., Gurgaon, India*

- B2B and B2C Sales Representative for outbound sales.
- Destination expert of Four Destinations: Seychelles, Maldives, Bali and Thailand.
- Worked as Sales Executive and Ground Knowledge Provider for the clients.
- Handled operational works for own sales.
- Reservation of Air ticket and Accommodation for the guests.
- Costing and Accounting for Tour Packages.

**5. MARKETING ASSISTANT AND SALES REPRESENTATIVE** [Internship] Mar 2018 – Aug 2018

*Add My India Pvt Ltd, New Delhi*

- B2B and B2C sales for domestic packages throughout India.
- Designed all the creatives on Photoshop and CorelDraw for the Social media Campaigns run by the company and scheduled the planning of the daily- posts.
- Provided administrative and media support for the marketing department.
- Organized B2B deals for tour packages in Chardham, Uttarakhand.
- Made several short trip itineraries of different places in India, with both domestic and inbound costing.
- Organized operational work of the organisation, viz., Hotel Bookings, Car and Bus Rental bookings, Aviation bookings etc.

**EDUCATION:**

*Indian Institute of Tourism and Travel Management, Gwalior, India – 2019*

**MBA: Tourism and Travel Management**

*Ramakrishna Mission Vidyamandira, Belur Math, West Bengal, India – 2017*

**Bachelor of Science (BSc)**

**CORE QUALIFICATIONS**

Sales	Decision Making
Marketing	English
Negotiation	Hindi
Team Management	Bengali
MS Office	Social Media Marketing
Administrative and Management support	Market Research
Adobe Photoshop, CorelDraw	Photography
B2B and B2C Handling	Professional Speaking
Clientele	Reading

**LANGUAGES**

**Bengali** (Mother Tongue) : Fluent in Speaking, Reading and Writing

**Hindi** : Fluent in Speaking, Reading and Writing

**English:** Fluent in Speaking, Reading and Writing

## ACCOMPLISHMENTS

- Secured 1st position in the Essay competition on Travel-story writing organised by the SAP programme of Incredible India, Govt. Of India.
- Secured 3rd position in the event of 'Travel Writing' competition in the Annual Fest of INDIAN INSTITUTE OF TOURISM AND TRAVEL MANAGEMENT, Gwalior in the year of 2017.
- Mountaineering Short Course (7 days Program) from ABVIMAS, Aloo, Manali, HP.
- Covered the SAP (Swachhta and Paryatan) project under the program of Incredible India by the Govt of India at the World Heritage site Khajuraho, Madhya Pradesh.
- Attended the SAP (Swachhta and Paryatan) project under a program of Incredible India by the Govt of India at the group of temples of Bateshwar, Madhya Pradesh.
- Awarded and recognised by many renowned by many online photographic portals CAMARENA ACADEMY, CAMERA EYE PHOTOGRAPHY GROUP OF PHOTOGRAPHERS, NIRVANA - THE PHOTOGRAPHY GROUP etc.
- Certified in Photography short course in IITTM Gwalior in 2018.
- DRAWING- Completed 7th Year with 'distinction' from Sarva Bharatiya Charu Kala Mandir (All India fine arts association), Registered by Govt. of West Bengal.
  
- Awarded in many state level and national level painting competition.
- Swimming - Secured 1st position in West Bengal Junior Swimmers Meet in 'Free-style' wing in the year 2008.
- Awarded in the Annual Drama Competition of the RAMAKRISHNA MISSION VIDYAMANDIRA, BELUR MATH with the 3rd position.

## REFERENCE

**Dr C. S. Barua**, PhD [Asst. Professor & Placement Manager, IITTM Gwalior]

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Thanks and Regards