

ZENIA BHADHA

Email Id: zenia.irani@hotmail.com

Mobile Number: +973 33062860

Date Of Birth: September 30, 1993

Driving License: Bahrain and India



➤ **Skills**

- An ambitious, fast decision maker & knowledge of industry regulations.
- Well adaptive to corporate culture & behavior, skilled at learning new concepts quickly with ability to work under pressure to deliver results.
- Energetic, building relationship with customers & maintain customer retention, new customer development, ability to handle multiple tasks and assignments.

➤ **Professional Experience**

❖ **Twenty Four Seven Company WLL** (From 2nd May 2017 - Present)
Position - Sales Coordinator

Key Responsibilities:

- Daily practice of creating marketing plans to meet the targeted goals, with conducting weekly team meeting and preparing daily reports which is sent to the management team for further analysis.
- Supporting sales, coordinating with other departments, motivating staff, handling administrative duties, and focusing on customer satisfaction.
- Cultivated marketing ideas to generate sales into an untapped market and presented those ideas to management for implementation, with successful results.
- Working closely by maintaining long standing excellent relationships with local and international agents as well as suppliers, corporate and social clients to increase sales and single handedly managing and providing training, coordinating paperwork, preparing contracts, maintain public relations & sales reports.
- Simultaneously overseeing new sales representatives to help them in meeting the daily sales goals accurately and manage workflow.
- Support assigned managers with general sales related requests and also perform other duties as assigned and help to create agenda for sales meetings along with other miscellaneous tasks.
- Compose and prepare confidential correspondence, reports and other documents.
- Communicated with existing and potential client to encourage discussions about their requirements and to recommend solutions to enhance business as well as contacted new and existing customers to discuss how needs could be met through specific products and services.
- Produced marketing collateral for use with prospective clients, including brochures and presentations highlighting new product or service features.

❖ **Thomas Cook (India) Ltd.** (From 25th July 2016 – 18th January 2017)
Position - Business Travel Specialist

Key Responsibilities:

- Worked in Offshore Department dealing in SOTO (Sold Outside Ticketed Outside) Transaction.
- Advised corporate/ walk-in clients on efficient routes & lowest fare available for their requested travel.
- Ensured all Reservations & Tickets are processed accurately.

- Negotiated fares with local Vendors for and ensured maximum revenue to the company as well as clients.
- Validated vendor statements and processed the payments in time for smooth business transactions.
- Daily practice of preparing vendor & client's reports which were sent to the management team for further analysis.

➤ **Educational Qualification**

- Post Graduate Diploma in Travel and Tourism From Thomas Cook Centre Of Learning in May 2016, India.
- Masters in Commerce in April 2016 from Mumbai University, India.

➤ **Professional Training Program**

- Consultancy Course in International Air Transport Association (IATA) from Thomas Cook Centre of Learning in April 2016, India.

➤ **Certifications**

- Diploma in IATA Consultancy from Thomas Cook Centre of Learning in March 2016, India.
- Diploma in Travel and Tourism Management in March 2016, India.

I hereby declare that all the information given above is true and correct to the best of my knowledge.