

CURRICULUM VITAE

LOVKUSH

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Janak Puri, New Delhi – 110058

Career Objective: To work with a company, where I can utilize my knowledge & experience for the growth of organization and my personal growth.

Core Competency: I m a self motivated person with inner drive to succeed and accomplish goals along with ability to work as a part of team and also to lead the team.

Work Experience:

1. Currently working with **IGT Solutions. Pvt. Ltd in Gurgaon.** as **Senior Process Associate** (8th Sep 2008 – Till Date).
2. Worked with Reservation Data Maintenance India (A Joint Venture between Lufthansa Commercial Holdings and Bird Group) from 29th November 2007 to 31st April 2008 as as Data Entry Operator.

Job Responsibilities at IGT Solutions:

- Loading of Hotel rate plans on web tool – iHotelier and then made them bookable on GDS – Amadeus, Sabre, Worldspan and Apollo by creating test bookings.
- To provide access to TA & OTA's on the GDS's (**Amadeus, Galileo & Sabre**) to the Negotiated, Public and Consortia's rates of the Hotels.
- Responsible for receiving and assigning the task to the agents, doing the Quality check of the work done by them and then resending the issues if any to the clients and the confirmation of completion of the work
- Maintaining the Track of the Quality of the agents and assigning them the instant feedback or providing them the training on the necessary work type
- Ensuring client and end-user satisfaction by meeting SLA's and Quality targets
- Responsible for coaching and training of on job trainees.

ABOUT PROCESS (at IGT Solutions):

We receive the request from the Client in the form of GDS Modification report in which we receive the Standard Rates(Hotel Rates), Consortia Rates(Travel Agency Rates), Negotiated Rates(Company Rates), Pseudo City Codes (a identifier that distinguishes one travel agency location from another), Hotel ID's and different Hotel Properties. First we segregate the Standard, Consortia and Negotiated Rates from the GDS Modification Report and update all the properties regions i.e, USA,EMEA and ASPAC Regions. After this do the mapping for the standard, consortia and negotiated rates in iHotelier(Hotel CRS) and also add the pseudo city codes in the report according to the GDS assigned. When all the rates mapping is completed and all the pseudo city codes are added, then if there are any issue we sent them to the hotel or to the client on daily basis. The Final Step is we prepare the three different regions reports of USA,EMEA and ASPAC regions and sent them to client on daily basis.

iHotelier:-It is the web-based **central reservation system (CRS)** that supports all **TravelClick** reservations solutions. **TravelClick** provides innovative solutions for hotels around the globe that increase revenue, reduce cost, and improve performance.

Educational Qualification:

- Graduation from Delhi University in **B.COM (P)**.

Proficiency in Computer:

- Six months Diploma in Computers from ET&T.

Modules Covered in Diploma Course:

- MS-Office: - MS-Word, MS-Excel, MS-PowerPoint, Internet.
- Languages:- Programming in C, Visual Basic.
- Database: - FoxPro.

Personal Details:

Date of Birth	:	21-12-1977
Marital Status	:	Married
Spouse Name	:	Rama
Spouse Designation	:	Housewife
Nationality	:	Indian
Languages	:	English and Hindi

Declaration:

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

(LOVKUSH)

Date: