



TIJO KOSHY

DUTY MANAGER

PROFILE

Professional with solid knowledge of Airport & Hotel Operations. Outstanding leadership skills with Bachelor's Degree. I have 12 Years of Experience in Airline & Sales, with reliable computer and interpersonal & negotiation skills. I am seeking a management position where I can utilize my supervisory and team leadership skills.

WORK EXPERIENCE

Accor Doha, Qatar

2022-2023

Duty Manager

- Managed staff scheduling for optimal coverage, ensuring efficient operations during peak hours.
- Monitored daily financial reports, reconciling discrepancies to ensure accurate accounting records were maintained at all times.
- Directly Supervises all Front office personnel and ensures proper completion of Front Office duties.
- Responsible for accommodating football fans for World Cup 2022 Allocations of rooms for arrivals daily, individual, and Group.
- Handling Guest Complaints.
- Prepare Shift briefings to communicate activities, short training, and any problems or unique information to the next shift.
- We deal with guest complaints and issues and resolve them in a short period.
- Preparing & Handling weekly schedules for Front Office Staff and Bell Desk. Provide information and direction to staff to achieve 100% occupancy. Training and Development.
- Key Management.
- Inventory Management.
- Ensure the safety and security of the properties. Handover over the properties.
- I am handling audit calls and property audit visits. Overseeing and Overall operations of the cluster
- Maintained a safe and secure environment for guests and employees through regular facility inspections and adherence to safety protocols.

Saudi Arabian Airlines Calicut, India

2017-2022

Sales Manager

- Increased commercial sales revenue by developing and implementing strategic sales plans.
- Boosted sales performance by implementing effective sales strategies and techniques.
- Generated personal sales to meet or exceed established sales goals.
- Manage Territory sales
- Managing Guest experiences
- Handling complaints as they arise.
- Deal with guest complaints and feedback.
- Assist in different lounge areas as needed Coordinate with the boarding gate staff when a guest leaves the lounge.
- Handling Hajj, Umrah, 6th Freedom, Holy land, Labor group ticketing Issuance of Tickets/Refunds/Reissues and accounting.
- Resolve issues promptly and escalate customers in need of further help.
- Has professionally handled overbooked/canceled flight passengers, including his alternative travel itineraries and hotel accommodation.
- Process reservations, coordinate standby, and monitor cabin availability. Input accurate travel information for each ticket and made changes to itineraries and seat locations on request.
- Handling complaints about mishandling baggage and ticketing professionally. Operating GDS System - Amadeus, Sabre, Galileo, and System.
- Increased corporate sales revenue by developing and implementing targeted sales strategies.

Safiya Travels Calicut, India

2010-2017

Tour Manager

- Streamlined booking processes for increased efficiency and improved client experience.
- Resolved client issues promptly and professionally, fostering trust and loyalty among clientele.
- Customized unique experiences based on individual interests/preferences so customers would enjoy memorable vacations.
- Provided exceptional customer service throughout the entire travel planning process, ensuring repeat business from satisfied clients.
- Stayed current on travel trends and destination updates through regular professional development opportunities.
- Managed multiple priorities simultaneously while maintaining a high level of attention to detail in all aspects of the job function.
- Increased agency visibility by attending industry conferences, networking events, and trade shows.
- Developed promotional materials for travel packages to market hot destinations.
- Has professionally handled overbooked/canceled flight passengers, including his alternative travel itineraries and hotel accommodation.
- Process reservations, coordinate standby, and monitor cabin availability.
- Input accurate travel information for each ticket and made changes to itineraries and seat locations on request.

CONTACT

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EDUCATION

2013-2016

BHARATHIAR UNIVERSITY

- Bachelor of Business Administration

SKILLS

- Customer service mindset
- Conflict resolution expertise
- Data management
- Leadership Skills
- Sales Negotiation
- Scheduling
- Team work
- MS OFFICE
- Operations Management
- Business Development
- Goal Setting
- Inventory Management
- Team building expertise
- Team Development
- Schedule oversight
- Teamwork and Collaboration
- Adaptability

LANGUAGES

- English
- Hindi