



REEJA RAJU

CONTACT ME

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EDUCATION

Graduation BA (General)

Calcutta University
2016-2019

Higher Secondary

N.I.O.S Board
2014-2016

10 th N.I.O.S Board

2014

SKILLS

- Verbal and Written Communication
- Teamwork
- Punctuality
- Organization
- Problem-solving abilities
- Motivation.

WORK EXPERIENCE

Assistant Sales Manager

Travelust Tours & Mice Pvt Ltd | Cochin 4th April 2023 to Present

- Assist the sales team in achieving sales targets and objectives.
- Provide product knowledge and training to sales representatives.
- Coordinate sales activities and monitor the progress of sales initiatives.
- Handle customer inquiries, resolve issues, and provide excellent customer service.
- Collaborate with the sales manager to develop and implement effective sales strategies.
- Analyze market trends, competitor activities, and customer feedback to identify opportunities.
- Assist in creating promotional offers and campaigns to attract new clients and retain existing ones.
- Supervise and mentor sales representatives, providing guidance and support.
- Monitor the performance of sales team members and provide regular feedback.
- Assist in recruiting, training, and evaluating sales staff.
- Build and maintain strong relationships with clients to ensure customer satisfaction.
- Address client concerns and resolve issues promptly and professionally.
- Identify opportunities for upselling and cross-selling travel products and services.
- Prepare and analyze sales reports, providing insights to the sales manager.

Tour Executive

Travelust Tours & Mice Pvt Ltd | Cochin

7th November 2022 to 3rd April 2023

- Plan and design tour packages based on client requirements and preferences.
- Coordinate travel itineraries, accommodations, transportation, and activities for clients.
- Ensure all tour arrangements are in line with clients' needs and budget constraints.
- Communicate with clients to understand their travel preferences and requirements.
- Provide detailed information about tour packages, destinations, and travel requirements.
- Address client inquiries, concerns, and special requests promptly and professionally.
- Liaise with hotels, transportation providers, and other service partners to secure bookings.
- Handle travel documentation, including visas, permits, and travel insurance.
- Ensure all travel arrangements comply with regulations and safety standards.
- Provide excellent customer service throughout the entire travel process.
- Assist clients during their travels, addressing any issues or emergencies promptly.
- Gather feedback from clients to improve future travel experiences.
- Assist in creating promotional materials and tour packages to attract new clients.
- Collaborate with the sales and marketing team to promote tour packages.
- Participate in travel and trade shows to showcase the company's offerings.

Tele caller

King Capital Pvt Ltd | Kolkata

6 Months

- Answering phones and explaining the product and services offered by the company.
- Contacting existing customers as well as prospective customers using scripts.
- Obtaining customer information and other relevant data.
- Asking questions to the customer and understanding their specifications.
- Resolving queries and issues related to the products and services.
- Taking and processing product orders in professional manner.
- Maintaining the database of a customers on a regular basis.
- Suggesting solutions based on customer's needs and requirements.

Personal Profile:

- Name : Reeja Raju
- Date of Birth : 16/12/1997
- Sex : Female
- Marital Status : Married
- Nationality : Indian
- Languages known : English, Hindi ,Bengali, Malayalam

DECLARATION:

I solemnly declare that the above-mentioned details are true to the best of my knowledge and belief.

Place:

Date:

Signature: