

RESUME

Prasad P.Oza

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Objective

Seeking a challenging career with a growing organization where my skills and ability will be put to the best utilization. Turn challenges into opportunities and potential into performance.

Skills Summary

- Academic knowledge of **Marketing and HR**

Hobbies

- Cricket, football & listening music

Computer Proficiency

- Basic, Internet **Ms-Word & Ms-Power Point**

Project

- A Project on Training & Development at Prism Hydraulics

Experience with Job Details

1. Recently worked at Rayna Tours Pvt Ltd (D.M.C of Dubai) as Operation coordinator Team Lead (from August 2022 to December 2023)

❖ **Rayna Tours and Travels (Dubai D.M.C) :-**

- Create an inspiring team environment with an open communication culture.
- Set clear team goals.
- Delegate tasks and set deadlines.
- Oversee day-to-day operation.
- Monitor team performance and report on metrics.
- Motivate team members.
- Discover training needs and provide coaching.

2. Worked with **Zomato** process as customer support executive (from Jan 2019 to Sep 2021)

- Responsible to Maintain the Timelines for Each Call.
- Maintains and Updates Customer Profiles.
- Coordinate with the Vendor & Update Client Accordingly.
- Follows Up with the Clients for Any Special Requirements

3. Worked with **Keva** tourism from march 2018 to January 2019 as coordinator

- Welcoming guests over the phone once they arrive at Dubai Airport and explaining them their Tour Itinerary.
- Making last minute changes to their Hotels, Tours and arranging different packages as per Tourists need.
- Coordinating with the Tourists on daily basis and smoothening their tours.

4. Worked at Rayna Tours Pvt Ltd.(D.M.C of Dubai) as Operation coordinator (from May 2016 to Feb 2018)

❖ **Rayna Tours and Travels (Dubai D.M.C) :-**

- Welcoming guests over the phone once they arrive at Dubai Airport and explaining them their Tour Itinerary.
- Making last minute changes to their Hotels, Tours and arranging different packages as per Tourists need.
- Coordinating with the Tourists on daily basis and smoothening their tours.
- Being friendly by providing personal touch to the guest and making New Booking (even though I'm not a sales agent) of the tours and providing extra profit to my companies Vault.
- Pacifying the guests when they are angry in certain situation.
- Getting Positive feedback from the guest on TripAdvisor

Academics – Educational Qualification			
QUALIFICATION	YEAR OF PASSING	EDUCATIONAL INSTITUTE	UNIVERSITY/ BOARD
BBA	2014	Gogte College of Commerce, Belgaum	Rani Channamma University
PUC 2 nd	2008	Gogte College of Commerce, Belgaum	Pre-University Board
High School	2006	G.G Chitnis English Medium High School, Belgaum	State Board