

Ashok Pradhan

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Objective

I seek challenging opportunities where I can fully use my skills for the success of the organization.

Experience

- South travels dmcc, Dubai** 10/02/2023 - 09/02/2025
Travel consultant
 - Consult with client to understand their travel needs, preference and budget.
 - Create customised travel itineraries including flight, accommodation, transportation, tours and activities.
 - Manage clients payments and accurate billing.
 - Resolve travel related issues and provide exceptional customer service.
 - Maintain strong relationship with travel supplier including airline, hotel, tour operator.
 - Achieve sales target and contribute to the overall success of the team.
 - Utilise GDS system (SABRE) for flight booking.
 - Prepare and present travel quotes and proposal to client.
 - Provide post travel support to client addressing any concern or feedback.
- Mimar models model builders, Sharjah** 10/02/2022 - 10/02/2023
Hr admin
 - Maintaining physical and digital personnel records like employment contracts
 - Update internal databases with new hire information
 - Create and distribute guidelines and FAQ documents about company policies
 - Gather payroll data like bank accounts and working days
 - Publish and remove job ads
 - Schedule job interviews and contact candidates as needed
 - Prepare reports and presentations on HR-related metrics like total number of hires by department
 - Develop training and onboarding material
 - Respond to employees' questions about benefits (for example, number of vacation days they're eligible for)

Education

Course / Degree	School / University	Grade / Score	Year
Bachelors of business administration	B B Pradhan management College, Kalimpong	64%	2009
Higher secondary	Sacred heart high school, Kharagpur	48%	2005
Diploma in computer application	Sterlite foundation, Salua	62%	2004
Secondary	Splendour high school, No-shooting	68%	2003

Skills

- Attention to details and multitasking
- Communication and interpersonal skill
- Customer service and client handling
- Data entry and record keeping
- Employee relations and HR policy
- GDS SABRE
- Microsoft office (word, excel, Outlook)

- Negotiation and sales skill
- Payroll and attendance management
- Problem solving and conflict resolution
- Recruiting and onboarding
- Ticketing and visa processing
- Time management and organization
- Travel itinerary planning and booking

Projects

- **Demat systems in India**

In our project we had done a comparative study of the various Depository Participant's in Siliguri on the basis of their services and charges. This study helped us in finding out what additional services other DPs provide and how the charges differ. Another aspect of our project was to get a feedback from the clients regarding the Demat services provided at Anagram capital Ltd. By meeting the various clients we were able to find out the scope of improvement in the services provided at Anagram stock broking limited.

Achievements & Awards

- Award in science model competition from nehru museum of science & technology, Kharagpur, 1998.
- Certificate of participation from United schools international, new Delhi, 1999.
- Certificate of participation in mega quiz competition from tirupati food products, Kharagpur, 2001.
- Certificate of participation in green olympiad, new delhi, 2001.
- Certificate of participation from United school organisation of India, no- shooting, 2001.
- Certificate of participation from bahai training institute, West Bengal, 2002.
- Excellent boy award from splendour school,salua, 2002.
- Certificate of appreciation from state blood transfusion council, West Bengal, 2014.

Interests

- Exploring new destinations and culture
- Public speaking
- Travel photography

Languages

- English - Read, write, speak
- Hindi - Read, write, speak
- Nepali - Read, write, speak
- Bengali - Read, write, speak

Personal Details

- Date of Birth : 22/12/1988
- Marital Status : Married
- Nationality : Indian
- Religion : Hindu
- Passport : C1642161
- Gender : Male
- Place : Dubai