

CURRICULUM VITAE

Objective:

I am Viswanathan Venkatesh, a seasoned Administration and Travel Logistics professional with over 35 years of experience across India and the U.A.E. My expertise lies in handling complex travel arrangements, optimizing fare structures, and providing unmatched customer service in the corporate travel and airline sectors. I hold a Bachelor of Arts from the University of Madras and have undergone comprehensive training in GDS system, Galileo. My robust skill set includes a thorough understanding of fare construction, ticketing, and client support, enabling me to seamlessly coordinate logistics while enhancing organizational efficiency. With a commitment to excellence, I am eager to leverage my expertise to contribute to a dynamic team.

Personal Details:

Name : Viswanathan Venkatesh
Date of Birth : 25/3/1965
Address : 413, Al Arti Plaza, Al Karama, Dubai, U.A.E.
Telephone : +971 50 2653231
Email : varsharjun@gmail.com
Languages Known : English, Tamil & Hindi
Computer Proficiency : M. S office (Excel, Word)
Have done MS-Office Training at
Aptech Computers, Dubai, U.A.E.
Marital Status : Married

Educational & Professional Qualifications:

<u>Qualifications</u>	<u>Institution</u>	<u>University</u>	<u>Year</u>
Bachelor of Arts	Guru Nanak College, Chennai.	University of Madras	1982-1985
IATA-UFTAA (Standard Fares & Ticketing)	IATA – Geneva	International Air Travel Association	May 1995

Additional Qualifications:

Have done Basic & Advance Reservations, Fares & BSP / Electronic Ticketing training in GDS Galileo & very well experienced. Have done Basic Reservations, Fares & BSP / Electronic Ticketing training in GDS Sabre.

Present Job: Since July 2013 until now

A B L Group – A B L Marine Services LLC. Dubai (www.abl-group.com)

- Provider of specialist marine and engineering consultancy to the offshore oil and gas sector.
- Integrated marine and engineering staff consists of carefully selected specialists from the industry with long track record.
- Offer marine services in Engineering, Warranty Services, Transportation & Installation, Construction Supervision of Rigs & Vessels, Rig Moving, Dynamic Positioning, Due Diligence etc.

Job Responsibilities at A B L Group & GL Noble Denton (presently known as DNV GL group).

- Handle Travel arrangements round the clock for the company staff for all their official and personal travel, viz., reservations, best possible fares, hotel arrangements, Offshore Security Passes, Visas. Construct best possible routing with the best possible fares in line with the fare rules as per their travel requirement. Co-ordinate with the Travel Agent and Airlines to work out Fare deals, Seamen Fares, Offshore Fares. Make reservations on the GDS (Galileo reservation software provided by the Travel Agent) for our corporate staff with the best fares and have the Travel Agent issue the ticket once the Itinerary is finalized. Handle most of office administrative capabilities.
- Other Job responsibilities include, perform client support duties in the delivery of professional contact and service, provide quick and efficient support to the Regional Directors and Office Manager, co-ordinate with independent contractors (Mariners) and collect their Timesheets, Invoices, Expense receipts and hand over to accounts for payment processing in a timely manner. Co-ordinate with clients for delivery of reports, invoices and other job-related documents in a timely manner. Update records of personal documents of all personnel, Staff employees and Independents and maintain the validity dates and co-ordinate with the respective departments and individuals for renewals in a timely manner. Organizing management meetings and confirm meeting rooms and individual rooms for the attendees. Necessary documentation in line with ISO requirements. Any other admin and travel Logistics to be arranged at regular intervals.

Job knowledge & Responsibilities at the Travel Agencies & Galileo:

- Handling all travel related services, including land arrangements for leading MNC's viz., HSBC ME, Microsoft ME, Maersk line, Allen & Overy, ABB group, Crescent Petroleum, Svitzerwizmuller, Seimens etc.
- Responsible for Reservations, Telesales, Constructions of Fares and Ticketing. Provide In-house support/training on fares and issues pertaining to the GDS use.
- Have constructed manually and through GDS most fare types like, normal One way, return trips, Circle trips, Open Jaws (Single & Double), Round the world, Seamen Fares, Offshore fares, First & Business class fares, Visit USA fares, Euro-Pass Fares, Discover India Fares, Private Airline Fares with special deals for Corporates.
- All the fares constructed in accordance with the respective fare rules and procedures and respective checks like, Higher Intermediate Points (HIP), One-way backhaul (BHC), Circle Trip Minimums (CTM), Direct Minimum Checks (DMC), Common Multiple Checks (CMC) etc.
- Conversant with all rules like Fare applications, Seasonality for the fare, Flight Applications, Advance reservations and Ticketing, Minimum / Maximum stay Restrictions, Stopovers / Transfers & Transits, Combination rules, Penalties & Surcharges, whether Mileage based or Routing based, Endorsement Restrictions, Child / Infant Fare Rules (percentage applicable for the respective), Tour conductor / Agency Discounts if applicable, if Voluntary Changes allowed and what is the specified routing allowed for the Fares.
- Have attended Fares Seminars conducted by Airlines and In-house Agency trainings. Attending Galileo Fares and Ticketing training, attended in-house Advanced Fares training at Inter-Globe Air Transport - a leading organisation in India running a popular domestic Airline Indigo and also GSA for many International Airlines like, United Airlines, South African Airways, Delta Airlines etc.
- Co-ordinating with Airlines regarding loading of Private Fares for our Agency pertaining to our respective Corporates. Have co-ordinated with regularising fare rules in respective of BSP / Tour codes, Fare Basis, the percentage of Discount applicable and Refund / Reservation changes rules for the Private Fare Deals.
- Co-ordinating with Airlines and GDS for any Fare related issues if the rules are contradicting with the Fare quoted on the GDS system for ticketing.
- Thorough knowledge on Fares & Ticketing – E-tickets, paper tickets and ATB tickets. Well versed in aspects of issuance, exchange / re-issuance, revalidation, re-issuance on partly utilised e-tickets, inter-

line e-ticketing. Refund formalities of all tickets (ATB / e-tickets), full refunds / part utilised ticket refunds (both ATB tickets and E-tickets) in line with the Fare rules.

- Liaising with Airlines, GDS Galileo and Branch offices regarding issues related to Reservations, Fares and Ticketing, including teletype messages related issues between Airlines and GDS Galileo.
- Issuance of VMPD and Automated ATB MCO's depending on the Airlines' requirements.
- Maintain reports on daily sales summary and uploading customer profile database on the GDS. Co-ordinating with the Airline/Corporate in finalising agreements on corporate discounts.

Employment Details:

<u>Company name</u>	<u>Designation</u>	<u>From</u>	<u>To</u>	<u>Job Description</u>
M/s. GL. Noble Denton Industrial Services ME Ltd., Dubai, U.A.E. Presently known as DNV GL	Travel -cum- Logistics Co-coordinator	Mar 2008	June 2013	Handle all Travel arrangements of all company staff for all their Official and Personal Travel. Construct best possible routing with the best possible fares in line with the Fare rules. Also handle complete administrative jobs, liaise with Indian clients and ONGC to obtain Offshore Passes and all offshore related administrative work.
M/s. Al Rostaman Travel & Holidays Dubai, U.A.E. (Previously known as Thomas Cook Al Rostamani)	Team Lead, Business Travel	Jun 2006	Feb 2008	Team Leader, liaise with Customers, Corporates, and Airlines. Responsibility includes trouble shooting for emergency requirements, Reservations, Construction of Routings and Fares, Ticket issuance & Re-issuance of tickets. This involves dealing with end-users, principal airlines, accounting and sales teams, to ensure timely and effective customer satisfaction.
M/s. SNTTA HO, Sharjah, U.A.E.	Sr. Travel Consultant, Business Travel	Aug 2002	Nov 2005	Operations like Reservations, Construction of Routing and Fares, Issuance of tickets and follow up with Principals. Also responsible for a group of Travel personnel and to effectively liaise with customers, corporates, airlines and do forecasting and budgeting of ticket sales.
M/s. Galileo India Pvt.Ltd. Chennai Br. India	Sr. Executive Customer Service/Training	Sep 1996	July 2002	Training of agency staff on Galileo Reservations, Fares & Ticketing, forecasting, Co-ordination with the Sales and Marketing teams for training requirements for Agency Staff on Reservations, Fares Constructions & Ticketing. Liaise with SITA telecommunications on X.25 Data line issues.
M/s. Aero World Travels Pvt.Ltd. MAA	Counter Supervisor- Travel Division	Jan 1995	Aug 1996	Operations like Reservations, Construction of Routing and Fares, Issuance of tickets and follow up with Principals. Also responsible for a group of Travel personnel and to effectively liaise with customers, corporates, airlines and do forecasting and budgeting of ticket sales.
M/s. Diana World Travels Pvt.Ltd. MAA	Counter Supervisor -Travel Division	Jan 1994	Dec 1994	Same as Above
M/s. SITA World Travels (I) Ltd. MAA	Jr. Executive Travel Division	May 1992	Dec 1994	Responsible for Customer Interaction and Operations like Reservations, Construction of Routing and Fares, Issuance of tickets and follow up with Principals.
M/s. Travel Corporation (I) Ltd. - Chennai	Reservation & Ticketing Agent	June 1990	May 1992	Same as Above

References: Will be provided upon request.

Given an opportunity to work with you, I assure that I will do all my best to enhance the esteem of your organisation.

A handwritten signature in blue ink, appearing to be 'V. Venkatesh', with a long horizontal flourish extending to the right.

V. VENKATESH.