

DEEPAK RONALD LAWRENCE

SR. SALE AND TICKETING CONSULTANT

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📍 New Delhi, India, New Delhi, India

ABOUT ME

Dynamic and results-driven Sales & Ticketing Executive with 19 years of experience at ALLISON BROTHERS - UK Travel Process, passionately committed to driving enhanced sales performance and customer satisfaction. Armed with a Bachelor of Commerce and expertise in Business Accounting, Sales & Marketing, GDS systems, and CRM, I am eager to bring my coaching and operational proficiency to your team, bolstering achievement and innovation.

EDUCATION

GRADUATE - BACHELOR OF COMMERCE

Delhi University, New Delhi,
India
2004

SKILLS

Business Accounting

Sales & Marketing

Employee coaching

Customer relationship
management

Customer support

Supply Chain

MS Office Word, Outlook,
Excel

GDS - Global Distribution
System Amadeus, Worldspan,
Galileo, Sabre

WORK EXPERIENCE

SALES & TICKETING EXECUTIVE | ALLISON BROTHERS - UK Travel Process

| New Delhi, India | Nov 2021 - Present

- Allison Brothers is a UK based travel agency specializes in Flights reservations and tour packages.
- Making reservations using Galileo and Amadeus and designing travel packages.
- Issuing tickets on Galileo and Sabre.
- Processing refunds, re issues, cancellations.
- Dealing with airlines regarding refunds, re issues and cancellation

MANAGER | Travelark Infosoft Pvt Ltd (Freelancing)

- Travelark is a travel portal specialized in all types of Domestic & International tours & packages and flight bookings.
- Handling Administration, negotiating with consolidators and with hotels.
- Manage Accounting, Sales & Marketing.

SALES & MARKETING MANAGER

| Flights Bank - United Kingdom & USA Travel Process | Noida, India

| Feb 2020 - Present

- Flights bank is a UK & US based travel agency.
- Sold room reservations and made changes to existing reservations in a knowledgeable and timely manner over the phone.
- Reviewed daily financial reports and reconciled accounts to keep information current and accurate.
- To Manage and Promote the positioning of brand, products and service.

TRAVEL SALES MANAGER | CHECKANDFLY - United Kingdom Travel Process

| New Delhi, India | Nov 2018 - Present

- CheckandFly is a UK based travel agency for all types of Flights reservations.
- Created opportunities to maintain repeat-stay guests and good relations between the hotel and new guests.

LINKS

LinkedIn:

[linkedin.com/in/d-ronald-lawrence-03aa2357](https://www.linkedin.com/in/d-ronald-lawrence-03aa2357)

Twitter:

[@lawrence_ronald](https://twitter.com/lawrence_ronald)

Instagram:

[instagram.com/ronald6661](https://www.instagram.com/ronald6661)

LANGUAGE

English

HOBBIES

Gym,Gaming,Travelling,Youtube/Videos

- Maintaining sales reports.
- Provide Training to new employees.

RESERVATIONS MANAGER | *ALLISON BROTHERS* | *New Delhi, India*
| *Jan 2016 - Present*

- Allison Brothers is a UK based travel agency specializes in Flights reservations and tour packages.
- Trained reservations team of 5 to swiftly respond to emails for hotel room bookings and keep flight Itineraries accurate.
- Provided guests with the requested information concerning the facilities locations and surrounded area.
- Assembled and issued required documentation, such as tickets, travel insurance policies and itineraries.
- Provided clients with assistance in preparing required travel documents and forms.

MANAGER

| *THE TRAVEL MANAGERS - GREAT PACIFIC TRAVELS - UK & AU Travel Process*
| *New Delhi, India* | *Dec 2014 - Present*

- Great Pacific Travel was a UK & Australian based travel agency dealt with Flights Reservations.
- Trained and mentored new employees to maximize team performance and achieve daily performance objectives.
- Proving knowledge of tour packages & handle SUP calls.
- Managed day-to-day operations, including supervision and assignment delegation for 10 member team.

SALES TEAM LEADER | *SPC INFOSOFT PRIVATE LTD. - FLY & SAVE*
| *New Delhi, India* | *Jul 2012 - Present*

- Fly & Save is a UK based Travel agency specializes in Flights reservations and holiday packages.
- Met with each associate to establish realistic monthly sales goals.
- Extended existing customer relationships through extensive communication and tried-and-true marketing strategies.
- Assist agents in providing On Job Training, making reservations and designing tour packages for passengers.

TRAVEL SALES CONSULTANT | *SOUTHALL TRAVELS - UK* | *Gurgaon, India*
| *Feb 2006 - Present*

- Southall Travels is a UK based Travel agency deals in flights reservations and hotel and tour packages.
- Took payments via credit and debit cards and handled all sensitive information with professionalism and discreteness.
- CORPORATE SALES - Handling Corporate Clients.
- Making reservations.
- Making flight reservations on GDS and book hotels and holiday tours.

COURSES

DIPLOMA IN TRAVEL TOURISM AND HOSPITALITY | *Feb 2005 - Present*

AVIATION AIRLINES AND RESERVATIONS | *Jul 2020 - Present*

SUPPLY CHAIN FUNDAMENTALS - BASIC | *Jul 2020 - Present*