

DEEPAK PRAKASH

TRAVEL OPERATIONS & MANAGEMENT

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PROFESSIONAL SUMMARY

Highly organized Corporate Operation Supervisor with 6+ years of expertise in managing complex travel logistics and delivering seamless administrative support. Proven ability to coordinate multi-city itineraries, optimize travel budgets, and negotiate with vendors for cost-effective solutions. Skilled in swiftly resolving last-minute challenges while ensuring full compliance with company travel policies. Strong communicator and strategic problem-solver committed to enhancing travel efficiency, improving employee experience, and driving cost savings. Adept at balancing operational precision with flexibility to support dynamic corporate needs.

CORE SKILLS & ABILITIES

- Travel & Logistic Management
- Vendor & Stakeholder Management
- Travel and Admin Billing, SAP ERP
- Administration & Data Management
- Budgeting & Billing Coordination
- Travel software: Navision, My desk, etc.
- GDS Work: Amadeus, Travelport (Issuance, Re-issuance, Refund – Including purge PNR)
- Event Planning & Hospitality Management, Leadership Engagement
- MS Office, Tableau, Power BI

PROFESSIONAL EXPERIENCE

❖ **Team Leader** – CREATIVE CORNER, Meerut Jun 2024 – Present

WORK: TRAVEL & DATA MANAGEMENT

Provided end-to-end travel coordination and relationship support for corporate and individual clients. Assisted in flight and hotel bookings, itinerary preparation, reissues, cancellations, and refunds using GDS systems. Acted as a support point for client communication, ensuring timely responses to travel queries and service requests. Coordinated with internal operations teams and external vendors to ensure smooth travel execution. Maintained accurate booking records, fare details, and client documentation. Supported relationship managers in handling assigned accounts by ensuring service quality, compliance with travel policies, and consistent client satisfaction.

❖ **Junior Manager (MG02B)** – Paytm Payments Bank Ltd, Noida Sector 5 Jan 2023 – May 2024

WORK: TRAVEL ADMIN

Led domestic and international travel planning, including flights, hotels, and ground transportation, ensuring cost efficiency by prioritizing preferred vendors and enforcing travel policy compliance. Managed vendor relationships covering onboarding, contracts, payments, and renewals with

strict adherence to SLAs and commercial terms. Oversaw travel and administrative billing processes, including invoice verification, PR/PO/GRN handling, and monthly budget reconciliation. Analyzed expenses and forecasted budgets to optimize travel operations. Streamlined company shuttle services and coordinated biannual senior leadership offsites and board meeting travel. Provided on-demand runner support for document handling and meeting logistics, ensuring smooth execution

❖ **Senior Process Associate** – IGT Solutions Pvt Ltd, Sector 20A Gurugram Jan 2022 – Jan 2023

WORK: CORPORATE TRAVEL BOOKING(B2B) FOR INTERNATIONAL CLIENT

Supervised domestic and international ticketing operations in GDS platforms such as Amadeus and Galileo, ensuring accurate PNR creation, modification, and purging while mentoring junior staff. Provided client support via Slack by resolving travel requests, ticket issues, and complaints from corporate employees. Conducted quality and compliance checks on payments to guarantee adherence to company policies and industry regulations. Led process improvements to optimize workflows for travel bookings, refunds, and chargebacks. Delivered training and floor support on GDS functions, PNR processing, and system best practices to enhance team performance.

❖ **Senior Executive** – IEnergizer, Sector 60 Noida Oct 2018 – Apr 2020

WORK: SME & TRAVEL EXECUTIVE IN DOMESTIC FLIGHTS FOR MMT

Led back-office operations and floor support teams while managing travel and tourism processes focused on risk and loss management. Served as a Customer Care Executive in both back-office and voice processes, handling GDS tasks such as PNR creation, date changes, seat assignments, wheelchair requests, and query validation. Managed escalations and team losses, ensuring timely airline responses. Additionally, contributed to the social media CD Team at MMT, supporting digital customer engagement and enhancing customer experience.

CERTIFICATES

- **Chat GPT & AI in MS Office:** Skill Nation in 2025
- **ADCA:** Hindustan Infotech in 2013

EDUCATION

2017	Graduation (Science): Vinoba Bhave University
2011	Standard XII (Science): Jharkhand Academic Council
2009	Standard X (General): Jharkhand Academic Council

DECLARATION

I hereby declare that all the information provided in this resume is true and correct to the best of my knowledge

Date:

Sign: