

# **RESUME**

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## **HIGHLIGHTS OF QUALIFICATIONS**

- Seasoned professional with extensive experience in customer service within the tint business.
- Proven track record of evolving from an individual contributor to an effective team and business leader.
- Skilled in designing and implementing customer-focused business strategies and procedures.
- Successfully penetrated new accounts and markets, ensuring exceptional customer experiences.
- Hands-on approach to managing sales activities and meeting clients' needs with professionalism.
- Expertise in operational activities, including recruiting, role designation, and daily operations management.
- Collaborated with executives in IT, Marketing, Sales, and Finance to streamline processes.
- Committed to delivering top-notch customer service, driving success in the tint industry.

## **SKILLS AND EXPERIENCE**

### **Skill type # 1 Client Relationship Management and Business Development:**

- Dealing with corporate clients and film production houses for arrangement of their travel requirements on individual and group basis.
- Business development through key business segments or newer segments.
- Leading the direct sales team for procurement of new businesses.
- Coordinating with delegates coming to attend events and exhibitions organized by production houses.

### **Skill type #2 Market Research and Strategy Formulation:**

- Conducting market research to enable business expansion in different areas for products.
- Formulating and implementing market strategies in line with business goals.
- Driving sales and marketing by analyzing key matrices, identifying trends, and mapping them against set goals.

### **Skill Type #3 Operations and Event Management:**

- Overseeing strategy, operations, and go-to-market solutions, including digital marketing and customer journey management.
- Organizing travel desks at event venues for fulfillment of customers' requirements who are attendees of events and exhibitions.
- Attending briefing of clients & government department for implementation of new procedures in the travel industry.

### **Skill Type #4 Supplier and Vendor Relations:**

- Dealing with airline and hotel chains for costing of group fares and hotel stay.
- Supervising travel desk location at the client place for timely implementation of the company's credit policy.
- Coordinating with various departments of clients for timely settlement of invoices.

## **WORK EXPERIENCE**

**Company Name-** Vocation Travel & Tours Pvt. Ltd – An IATA Accredited Travel Agency - India

**Company Profile-** Vocation Travel and Tours Pvt Limited was incorporated in June 2011 under Company act 1956 having registration number U63040DL2012PTC233972. The Company deals with Air passenger reservation and ticketing and sales of business travels for looking after the air ticket bookings of corporate clients.

**Job Title-** Co-Founder & Chief Operating Officer

**Start/End Date-** June 2010 – June 2025

### **List your job duties and accomplishments:**

- Dealing with corporate clients and film production houses for arrangement of their travel requirements on individual and group basis.
- Business development through key business segments or newer segments.
- Leading the direct sale team for procurement of new businesses.
- Coordinating with delegates who are coming to attend events and exhibitions which are organized by production houses.
- Conducting market research to enable business expansion in different areas for products.
- Formulating and implementing market strategies in line with business goals.
- Driving sales and marketing by analyzing key matrices, identifying trends and mapping them against set goals
- Overseeing strategy, operations, and go-to-market solutions including digital marketing, and customer journey management
- Organizing travel desks at event venues for fulfillment of customers' requirements who are attendees of events and exhibitions.
- Attending briefing of clients & government department for implementation of new procedures in the travel industry.
- Dealing with airline and hotel chains for costing of group fares and hotel stay.
- Supervising travel desk location at client place for timely implementation of company's credit policy.
- Coordinating with various departments of clients for timely settlement of invoices.
- Managing company bank accounts and cash flow for timely settlement of IATA, airlines & vendor payments.
- Performing annual review and arrangement of documentation for renewal of IATA Accreditation
- Arranging bank guarantees and insurance for IATA and other airlines in order to get stock.

## **EDUCATION**

### **Diploma/ Certificate Received**

-Travel Industry Council of Ontario (TICO)

-Diploma in Air Travel Fares and Ticketing from Indian Institute of Tourism and Travel Management. (IITTM, Delhi chapter)

-Bachelor's degree - Science, Veer Kunwar University Ara,Bihar