

Nilutpal Sarania

Travel Officer & Ticketing Specialist

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PROFESSIONAL SUMMARY

Experienced Travel Officer with 8+ years of proven expertise in ticketing, travel operations, and client management. Proficient in GDS systems - Galileo, Sabre, Amadeus - and international ticketing protocols, with a strong background in air ticketing, refunds, rescheduling, and travel process management.

EXPERIENCE

Officer - Travel & Key Account Manager

Balmer Lawrie & Co. Ltd | Jan 2023 - Present | IIT Guwahati - Central PSU, Ministry of Petroleum & Natural Gas, Govt. of India

- Managing comprehensive travel operations at IIT Guwahati - flight bookings, itinerary management and client coordination.
- Processing air ticketing with accuracy and full compliance with international ticketing standards.
- Handling refunds, rescheduling and travel modifications with minimal ADM issues.
- Supporting Rs.10+ crore of annual business across key corporate accounts - travel operations, client relationships, billing and service delivery.

Ticketing Executive

Travel Agent Mall | Oct 2019 - Jul 2023 | Gurgaon

- Issued air tickets, processed refunds and managed rescheduling with strict adherence to commission contracts and ADM protocols.
- Resolved complex ticketing discrepancies and customer service issues at high accuracy standards.
- Coordinated with multiple airlines and GDS platforms for seamless booking and ticketing operations.
- Handled domestic and international ticketing across leisure and corporate travel segments.

Travel Analyst

Exlservice.com | Mar 2018 - Jul 2019 | Delhi - US ITG (American Express Global Business Travel) accounts

- Analysed travel booking data and market trends for US ITG (Amex GBT) accounts.
- Delivered travel analytics reports and recommendations to optimise corporate travel expenses.
- Supported travel consultants with data-driven insights and process improvement initiatives.

Travel Consultant

EaseMyTrip | Jun 2017 - Oct 2017 | Delhi

- Designed and marketed customised international and domestic travel packages.
- Coordinated hotel accommodations, visa processing and travel logistics for leisure travellers.
- Managed client relationships with end-to-end travel planning support.

EDUCATION

MTTM - Master of Tourism & Travel Management - Punjab Technical University (2020)

B.Sc. ATHM - Airline, Tourism & Hospitality Management - Punjab Technical University (2018)

Senior Secondary - Science - Class XII (2014)

EXPERTISE

GDS Systems: Galileo, Sabre, Amadeus

Ticketing: International Ticketing, Domestic Ticketing, Refunds & Rescheduling, ADM Protocol Compliance, IATA Standards

Operations: Corporate Travel Management, Itinerary & Key Account Management, Travel Analytics & Reporting, Visa & Hotel Coordination

Tools: Excel - Advanced, PowerPoint, MS Office Suite

LANGUAGES

English (Professional fluency) | Hindi (Native) | Assamese (Native) | Bodo (Working proficiency)