

## **ROHIT BALKRISHNA PATIL**

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### **PERSONAL OVERVIEW**

An airline executive with 21 years' experience in Reservations, Ticketing, Inventory Management, Ancillaries implementation, documentation and Policies, Procedures & Processes. I possess excellent communication skills (written & verbal) and interpersonal skills. Able to take the initiative to respond to competing priorities accordingly. Have good insight of Contact Center functioning.

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### **ORGANIZATIONAL EXPERIENCE**

**JET AIRWAYS (I) LTD, Mumbai, India**

**April, 1998 till date**

**Asst. Manager** – April, 2012 till date

**Executive** – August, 2007 till March, 2012.

**Section: Revenue Management - Policies, Procedures & Processes.**

**Role:**

Planning, developing and executing policies, procedures and operating practices related to Reservations, Ticketing, Ancillaries, Group Management, Schedule Distribution, GDS/CRS and Revenue Management.

- To setup, maintain and continuously update repository of documentation of all policies, procedures and processes in Reservations and Revenue Management in a print or electronic form.
- Developed procedures specifically related to staff travel.
- Developed and introduced procedures that related to regulatory requirements.
- Provided inputs and system implementation related to reservations, ticketing, revenue management, airport services in respect of codeshare.
- Project Lead for special projects like Branded Fares
- Troubleshoot users' issues (problems, requests and queries) as they arise on various processes in reservation, inventory control.
- Design and implement information flow on various processes to aid the internal help desk on recurring end-user issues.
- Interpretation of CARs (Civil Aviation Regulations) and implementation network wide.
- Initiate new projects, coordinate with the concerned departments, set procedures and processes and launch the project.
- To establish a system of audit and reviews to ensure that all policies, procedures and processes are adhered to, topical and current.

- Develop and provide presentations for Sales managers and frontline reservation staff on changes in Business Policy and procedures to disseminate changes to all online and offline stations.
- Coordinate with operating and supporting departments during the framing of such policies, procedures and operating practices.
- To liaise with Sabre for any enhancements required ensuring we meet customer service standards.
- To liaise with Other Airline partners to solve the Code-share Operational issues.
- Conduct testing for Sabre enhancement and other Sabre related applications.
- Facilitating RM Ancillaries implementation and analyzing the revenue performance.

**Executive RM Support - April 2002 till July 2007**

**Role:**

Support the flight and market Analyst (optimisation team), to enhance maximisation of Revenue and achieve Customer Service Excellence.

- To maintain Revenue Integrity and Support Revenue Management to manage the true demand.
- To carry out operations to rescue and reduce Inventory spoilage apart from controlling the flights based on data mining and Audit check at PNR level.
- Execute the gauge or equipment change as a result of Market Analyst recommendation.
- Queue Servicing for Confirmation, Message, SSR and OSI.
- Monitor and weed out speculative bookings, fictitious bookings, unauthorized blocks, dupe bookings and dupe segments.
- Perform Pre-Flight Check (Chasers).
- Handle teletype reject PNRs
- Manage the policy for Time Limit for all inbound connecting passengers.
- Liaison and co-ordination with other units of the department for optimization of revenue and seat inventory.
- Investigate on the complaints forwarded by Customer Relation Dept. by checking PNR Past data, provide synopsis and correct the staff/dept. responsible for the complaint.

**Sr. Customer Service Assistant – April 1998 till March 2002**

**Nature of Job:**

- To action incoming calls for creating fresh reservations, changing itineraries and deal with customer queries.
- To influence customer's choice in class of flying and suggest alternative flights.
- To tele-check in passengers.
- To inform wait list customers of reservation confirmation.

- To promote the product and services of the company by updating customers with new schemes.
  - To record customer feedback and forward to sales department.
  - To provide an efficient internal and external customer service.
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### **ACADEMIC CREDENTIALS**

<b>1995</b>	B.COM	Mumbai University
<b>2019</b>	MBA in Marketing	ICFAI Sikkim University.

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### **ADDITIONAL QUALIFICATION**

- In-Depth understanding of Reservation application SABRE.
  - Well-versed with Microsoft office such as Excel, Word, Power point etc.
  - Good understanding, knowledge and experience in Sabre Related reservations systems.
  - Good understanding, knowledge of Ancillary Filing in ATPCO and Merchandising Manager of Sabre.
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### **TRAININGS- JET AIRWAYS TRAINING CENTER**

- Sabre – ACSI
- Sabre Interact Ticketing
- Sabre Interact Reservation
- Customer Service Excellence
- Initial Dangerous Goods
- Business Writing Skills
- Care Team

Holding certificates for all the above trainings.

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### **APPRECIATION**

Winner of the **RM Master's Honor** for the month of July, 2012. An appreciation letter is received for the same signed by then VP – Revenue Management.

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### **PERSONAL DETAILS**

**Date of Birth** - 17<sup>th</sup> October' 1974

**Marital Status** - Married

**Nationality** - Indian

**Languages known** - English, Hindi & Marathi