

NIDHI PORWAL

Contact: +91-9969503596 || **Email:** gnidhii.87@gmail.com

FARE DISTRIBUTION (DOMESTIC & INTERNATIONAL MARKET), QUALITY ASSURANCE AND SKILLED IN REVENUE MANAGEMENT AS A PROFESSIONAL

Industry Exposure: Airlines, BPO, Travel | Over **8+ years** of experience | **Certified Diploma in Airline Revenue Management from IATA**

Expert in: Private Client Relationship Management | Fare Filling Management | ATPCO Software Usage | Error Redressed Management | Fare Filling Quality Assurance Management | People Management | Workflow Distribution | Reporting and Documentation |

Current Employer: Jet Airways Pvt. India Ltd.

Mar 2014 – till date

Job Title: Executive (Fare Distribution/Pricing Analyst in Revenue Management Department)

Work Profile:

Pricing Analyst:

- Handling the assigned market and keeping a daily track of the Fare changes & YQ changes done by the competing carriers.
- Reacting to the competition and making the pricing strategies to stay competitive in the market.
- Working on the Third Generation Revenue Management system like SITA, PROS, INFARE to monitor the competing carriers.
- Checking on the Current Load factors and comparing with previous load factors during the similar time of the year, which ultimately helps to make to pricing decision.
- Checking the SPA agreement with the interline Carriers, calculating the retention value for the own carrier which ultimately helps to decide how profitable is the route

Fare Filing Distribution:

- Handling the internal team and the work allocation, Coordinating with the Vendor (Outsourced Fare filing Team) assigning them the work.
- Keeping the track of TAT, Accuracy, Quality of the vendor team and the internal team.
- Working on ATPCO which is the software used to file the Fares/Rules and routing for the carriers and distribute the same to all the GDS's, Website, Online Travel Portals and Private agents
- Filing the Ancillaries like Baggage, Seat select, Baggage charges in the system
- Working on the issues reported from the market on the urgent basis, rectifying the same ASAP.
- Coordinating with the Pricing Analyst regarding the new Testing which needs to be carried out, understanding the intent behind the same, testing the same on all the GDS's
- Coordinating with the Various GDS's, taking the conference call to work upon the coding solutions
- Working on Urgent Tactical Public and Private Filings which has to be introduced immediately in the market that is send by the sales team and the Pricing Analyst to match the competition in the market.

Previous Employment: Tata Consultancy Services

Feb 2011 – Feb 2014

Job Title: Process Associate (Fare Distribution (Pricing department) for Finnair Airlines)

Work Profile:

- Processing Public as well as private Filings in the system called ATPCO.
- Performing Audits on the Public and Private filings processed by the Updater and giving them adequate feedbacks on their fillings
- Performing Post filing checks in the ATPCO and CRS to ensure fares and rules get correctly displayed in the CRS.
- Performing Quality Assurance in 4 GDS's i.e. Amadeus, Galileo, Sabre, Worldspan
- Conducting Refresher Trainings for the New Joiners in the team and Helping them with Queries.
- Attaining to the issues raised by the clients related to pricing on priority.
- Have also participated and have played an integral role in the Restructuring and Fare Branding project of Finnair Airlines and have successfully completed the project in the given time frame.

Previous Employment: WNS Global Services Ltd

Aug 2009 – 31Jan2011

Job Title: Customer Service Associate for U.S. based online travel portal named TRAVELOCITY in ticketing department

Work Profile:

- Working on queues and handling the reservations made by the passengers online
- TICKETING the reservations in GDS Sabre and also contact the passengers and respective airlines if any difficulty in ticketing the online booking
- Processing REFUNDS by checking fare rules and advising the correct penalties and charges to passengers
- Processing REISSUES on the ticketed reservations by checking the validity of the ticket and advising the applicable penalties
- Helping the new associates with their queries and help them understand the process

Professional Qualification:

- Diploma in Airline Revenue Management from IATA in March -17
- Completed IATA/UFTAA Foundation Level from IITC (Thane) in Sep-08
- Completed Diploma in International Airlines & Travel Management from IITC (Thane) in Aug-08
- Basic knowledge of GDS GALILEO and working knowledge of GDS SABRE

Educational Qualifications:

Degree.	College.	University.	GRADE
B. Com	MULUND COLLEGE OF COMMERCE	Mumbai University	FIRST CLASS
H.S.C.	MULUND COLLEGE OF COMMERCE	Maharashtra State Board	FIRST CLASS
S.S.C.	NAVODAYA ENGLISH HIGH SCHOOL	Maharashtra State Board	FIRST CLASS

COMPUTER KNOWLEDGE:

- Airline Tariff Publishing Company (ATPCO)
- GDS Knowledge : Sabre, Amadeus, Galileo, Worldspan
- Ms Office

Personal Data

- Mobile No – 9969503596
- DOB – 28/5/1987
- Languages – English, Hindi, Marathi, Gujarati
- Marital Status – Married
- Address – B-606, Samarth Complex, Saibaba Nagar, Borivali West, Mumbai -400092

References: Can be provided on request.

(Nidhi Porwal)