

## SARIKA MHATRE

Mumbai, India | Mobile: +91 9004 285 295 | Email: [sarika13812@gmail.com](mailto:sarika13812@gmail.com)

---

Over 19 years of experience in diverse industries like Airlines and Customer Care, and a strong background and expertise in coordinating with geographically distributed teams, Global Key Account Managers, 9W Legal & Corporates for the management & execution of Global Corporate Sales/Global Corporate Deals, Requests for Proposals, support of local and international Point-of-Sales, pricing & fare filing for global key accounts, strategy and analysis, monitoring and managing all revenue streams, client relationship, service delivery quality control, budgeting and management reporting. Strong financial acumen, analytical, problem-solving and stakeholder management abilities

---

### SKILL SET

- Global Corporate Sales & Global Partnerships
- Global Key Account Management
- Creating Requests for Proposals (RFPs) of Global Corporate Deals
- Business Strategy Formulation & Execution
- Pricing, Revenue Analysis and Forecasting
- Competitive Analysis
- Contract Negotiations/Management
- Service Delivery Management
- Management Reporting

### AWARDS & ACHIEVEMENTS

- Awarded **Performance Bonus for Outstanding Performance** for three years in a row - 2004 – 2005, 2005 – 2006, 2006 – 2007, and in 2014 – 2015

### WORK EXPERIENCE

Organisation	Designation	Duration
Jet Airways	Executive – Corporate Sales & Global Partnerships	Feb 2010 – Till Date
	Supervisor (Purchase Dept./Transport Section)	Apr 2009 – Jan 2010
	Service Quality Auditor	Aug 2007 – Apr 2009
	Administration Assistant (In-flight, Catering Services & Cabin Crew Centre)	Apr 2001 – Jul 2007
InOrbit International Marketing Company	Customer Care Executive	Sep 2000 – Mar 2001
ORG Marg Marketing Research	Interviewer	Aug 1999 – Sep 2000

### KEY RESPONSIBILITIES

#### Executive – Corporate Sales & Global Partnerships

- Maintaining the Point-of-Sale (POS) (country) in local & global corporate deals database, and managing the repository of database of all corporates in local & global deals.

- Compiling and disseminating information about global & dual corporate deals to all regions and Global Key Account Managers on a timely basis.
- Maintaining and cascading monthly/fortnightly updates on signed, ongoing and expiry of Global deals to all regions and Global Key Account Managers.
- Managing the customisation of Corporates – Evaluate Corporate Travel business data/completion offers, market feedback and set commercials, value add-ons for the year (travel period) of respective corporates.
- Creating Global online/offline RFP's (Requests for Proposals) for Corporate Travel Agreement – Flying Contracts worldwide.
- Coordinating with Global Key Account Managers & internal/external stakeholders for the seamless execution of the RFP process.
- Liaising with 9W legal & corporates for the creation of key documents such as Non-disclosure Agreements (NDA), Intent to Bid, and obtaining approvals prior to sending commercials.
- Conducting in-depth analysis of MIS, Market Share and Travel data sent by corporates, and securing pricing proposals from different Points of Sale (countries).
- Screening, rectifying and compiling the pricing offers, targets, terms & conditions, value add-ons for each POS.
- Utilise SITA system for the accurate and timely filing of all global deals and POS India local deals.
- Maintaining accurate records of all waivers/value add-ons given for Global & POS India corporates.
- Utilising Surcouf system for the accurate and timely filing of all joint Jet Airways (9W)/Air France (AF) and KLM Corporates deals.

#### **Supervisor (Purchase Department/Transport Section)**

- Coordinated with external agencies for the procurement of new transport services for various user departments like Pilots, Cabin Crew, Airport Staff, and Coaches for Passengers, etc.
- Slashed costs to economical levels by negotiating with vendors for best quotations, while ensuring the continuation and enhancement of services.
- Prepared new contracts and engaged in consistent follow-up for initiation and renewal of services.
- Tracked and ensured timely settlement of payments in case of non-compliance of services
- Created process and system to provide the transport to various departments and ensure proper utilisation of the same.

#### **Service Quality Auditor (Reported to General Manager – Service Quality & Customer Relations).**

- Monitored, ensured high degree of service levels in coordination with internal teams to address complaints/issues at Board level.
- Tracked inventory of office stationery & other supplies on a regular basis and ensured adequate levels to meet the needs of various sub-departments.
- Reviewed Service Trackers and Comment Forms received from passengers on a weekly/monthly basis, and prepared standardised and customised reports for user departments of Jet Airways.
- Generated Complaint/Compliment Reports using Oracle-based software.

- Conducted service quality and time process audits to study existing standards and help airports improve their services in the areas of Inflight, Airport Services, Cabin Appearance, Reservations & Ground Services at airport stations in India.
- Supported the senior management by highlighting key findings of audits in reports, and recommended measures for corrective actions.

#### **Administration Assistant (In-flight, Catering Services & Cabin Crew Centre)**

- Checked, accurately processed and documented all confidential records of Cabin Crew and ISO records of In-flight department.
- Updated personal files and leave records of Cabin Crew and Staff.
- Collated, analysed all flight reports and prepared standardised and customised reports for In-flight services.
- Demonstrated strong analytical and resolution skills while coordinating with various departments and replying to Customer Relations on passenger complaints/grievances.
- Worked closely with Manager and Assistant Base Incharge in securing ISO 2002 certification.
- Oversaw, managed the entire process of Cabin Crew from their induction as a trainee, resignation to relocation.
- Created various reports and presentations for strategic decision-making by General Manager and Vice President.
- Assisted in the setting up of new In-flight Base Stations.
- Supported the management in budgetary exercises by preparing manpower, revenue and capital budgets of In-flight Service and performing Cost Performance analysis on a monthly basis.

#### **EDUCATION**

- Bachelor of Commerce from Maharashtra College, Mumbai, India, 2006.

#### **PROFESSIONAL DEVELOPMENT**

- Attended training sessions on Basic In-flight Services, Grooming classes as per Jet Airways standards, BAH (Basic Airport Handling), and AVSEC (Airside Safety & Security Awareness).
- Diploma in Microsoft Management from V-Tech, Mumbai, India.
- Training in Surcouf system Corporate Travel Agreement System given by Air France.