

NARENDRA KUMAR

Project Coordinator | Operation Manager | Travel Management | Leadership | Customer Relations

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📍 Jamuniya Mahua, P.O. Barkhera Chaturha, Dis. Pilibhit (U.P)

SUMMARY

I am an experienced Project manager and operation manager with a background in tourism and travel, sustainable development and rural management. With skills in leadership, customer relations, and project management, I am dedicated to ensuring excellent service in the travel sector & social sector. My experience includes roles as a train captain, operation manager and project coordinator, where I honed my abilities in managing operations, management project, and handling local stake holder. Seeking to leverage my expertise in a dynamic organization.

EXPERIENCE

Intern

The Elite Explorers

📅 04/2023 - 06/2023

An organization specializing in travel and tourism services

- Determining clients need, handling queries and suggesting suitable travel packages
- Promoting and booking travel arrangements

Train Captain

IRCTC & TAI

📅 01/2024 - 03/2024

Government organization responsible for train services

- Work as train captain in Aastha special train
- Manage overall train operation, ticketing, F&B service and housekeeping service

Operation Manager

Hima Tour and Travels Pvt Ltd

📅 11/2023 - 12/2024

Travel agency providing comprehensive tour services

- Work as an operation manager, management all tours from start to end
- Do hotel booking, transport booking and all activities
- Guide a tour starting to end
- Manage a sales & operation team
- Manage operations and projects of organization

Project Coordinator

The Green Lion

📅 12/2024 - Present

International Organisation provide volunteer work to students

- Work as project Coordinator.
- Manage over all budget weekly and monthly.
- Coordinate with local stake holder NGOs, school and gov offices.
- Operate program till start to end.
- Make plans and budget for ongoing project.

EDUCATION

MTTM (Sustainable development & Rural management)

BHU

📅 08/2021 - 06/2023 📍 Varanasi

Bachelor of Arts

Rohilkhand University

📅 08/2018 - 06/2021

KEY ACHIEVEMENTS

Leadership Excellence

Led a team improving customer satisfaction by 25%.

Tour Management Success

Managed 50+ tours resulting in 95% client satisfaction.

Operation Punctuality

Achieved 100% punctuality for train operations.

Sales Growth

Increased sales by 20% through effective marketing.

Management

Successfully handle 20+ Project and completed.

STRENGTHS

Computer Skills

Basic computer operation skills and internet surfing

Amadeus Competency

Basic Amadeus Functionality

MS Office Skills

Proficient in MS Excel, MS Word and Power Point