

NEHA THORAT

Pune, India

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Experienced travel industry professional with over 7 years of expertise in customer and retailer-centric roles. Proficient in airline fares, ticketing, reissues, refunds, and queue management. Skilled in team building, analytics, and reporting. Adept at handling global travelers and well-versed in GDS systems like Galileo/CRS, Amadeus, Concur tool(travel and expense management and booking) MS Office/Excel, Jira Portal, Cytric, and ServiceNow. Highly motivated, optimistic, and result-oriented, seeking to leverage my skills for organizational growth and personal development.

WORK EXPERIENCE

Qualys Security Tech Services - Mobility Analyst

March 2024 – Present

- Hands-on experience with Concur and Egencia tools.
- Provided extensive support for QSC group bookings including SAB and PAB travelers, ensuring personalized attention and logistics management for each traveler, including external clients.
- Managed bookings for all C class travelers, including CEO.
- Assisted employees globally for Indian e-visa application.
- Arranged flight, hotel and cab bookings for almost 15 group bookings of 40-50 travelers for many events throughout the year single handedly.
- Actively and timely supported with managing records for invoices and expenses with the Travel and Expense management tool.
- Developed long and short-term strategies aligned with Mobility's vision and goals.
- Compared the pricing for hotel as well as flights and rail bookings on several platforms and booked the most compatible options.
- Prepared cover and invitation letters for employees traveling globally.
- Conducted data analysis of global travel expenditures.
- Demonstrated enthusiasm for learning new tools and procedures to address short-term challenges.

Jade Global - Travel Specialist

May 2022 – June 2023

- Managed end-to-end travel plans for all staff across India, including CEO and senior executives and US employees.
- Processed employee expense claims and invoices using Concur.
- Supported travelers with travel service platform queries and payment issues.
- Maintained and updated a database of employee travel profiles.
- Managed emergency changes professionally and calmly.
- Coordinated travel approvals and ensured adherence to travel policies.
- Verified vendor bills and coordinated with the finance team for timely payments.
- Acted as a single point of contact for travel, coordinating with managers and travelers to find the best options within policy guidelines.
- Stayed updated with travel regulations, industry trends, and emerging technologies.
- Assisted with office stationery and supplies vendor management as needed.

TomTom - Administrator (Travel Coordinator India & EMEA)

August 2019 – November 2021 (Contract Basis)

- Organized end-to-end business travel arrangements.
- Identified business travelers' needs and preferences to provide suitable services.
- Scheduled hotel and flight arrangements.
- Assisted internal customers with visa requirements.
- Coordinated daily operations with the Travel Management Company and vendors.
- Ensured travel needs were met within the company travel budget.
- Coordinated travel approvals and adhered to policies and procedures.
- Responded to travel-related inquiries and resolved issues.
- Managed multi-tasking requirements and handled traveler queries effectively.
- Monitored travel environments and issued travel alerts to ensure traveler safety.
- Created travel itineraries and strived for maximum customer satisfaction.
- Managed travel services within APAC and EMEA.
- Coordinated and supported global travel projects, including sustainable travel, risk management during the pandemic, and back-to-office travel projects.
- Managed coordination with TMC to ensure traveler experience and operational excellence.
- Worked on group bookings, ticket bookings, and visa processing for Hackathon events.
- Identified areas for continuous improvement to enhance travel service quality.
- Supported arrangements to deliver smooth and efficient travel for all employees.
- Consulted with travelers and TMC to assess travel requirements, document needs, and discuss options for process improvements.
- Establish regular interactions with travelers within APAC and EMEA to understand operational expectations.
- Monitor & supervise travel invoices approvals & timely payments for travel services.
- Monitor travel policy compliance.
- Manage & maintain up-to-date information regarding travel services for travelers.
- Worked with the team for implementation and training of online booking tool (CYTRIC) for India and EMEA.
- Helped with HR team for admin work as and when required.

Carlson and Wagonlit Travels - Travel Counselor

November 2017 – July 2019

- Provided end-to-end travel solutions for corporates like Macquarie, Monsanto, Visa International, Thomson Reuters, JPMorgan, Emerson, and Vodafone.
- Assisted clients with travel visa processing.
- Worked productively in the Reservation & Ticketing department.
- Highly skilled in planning, selling, and reissuing tickets for corporate clients.
- Built solid work relationships with customers.
- Provided quotes for travel expenses and applied discount programs where necessary.

- Coordinated entire travel experiences, including itineraries, accommodation, and visas.
- Handled group ticketing for 300 people for an annual conference for Bayer, receiving many appreciations.
- Played a major role in recovering outstanding amounts from corporate clients.
- Processed visas for group workers for events in Europe.
- Processed travel insurance.

Girikand Travels - Air Ticketing Executive

November 2016 – November 2017

- Worked as a Travel Consultant productively in the Reservation & ticketing department. Worked productively in the Reservation & Ticketing department.
- Initially involved with reservation & ticketing, inbound & outbound calls.
- Highly skilled in planning and selling tickets for tour packages, group tours, FIT, and corporate clients.
- Provided quotes for travel expenses and applied discount programs where necessary.
- Assisted clients and non-IATA travel agents with queries, concerns, suggestions, feedback, and appreciations via email.
- Communicated appropriate information to clients regarding fares and itineraries.
- Handled fare breakups, ticket refunds, partially used ticket refunds, exchange interline tickets, even exchanges, or involuntary exchanges.
- Achieved targets for groups and PLB carriers.
- Advised clients on travel arrangements and dealt with cancellations and refunds.
- Managed Int Rail – Eurail and Amtrak, travel insurance, holiday packages, domestic and international ticketing.

CAREER ACHIEVEMENTS

- Nominated as Employee of the Month twice for achieving the highest sales target and customer satisfaction survey.
- Received Star Performance Awards three times in one and a half years.
- Received appreciation for handling over 1200 staff for an annual event held by Monsanto within two weeks.
- Promoted to a new account for the implementation of Vodafone corporate at an implant location.
- Received appreciation from travelers for handling last-minute visa applications.
- Achieved 2 Bravo Awards and 1 Employee of the Month Award for consistently achieving more than 135% CU and TAT for emails and calls.

EDUCATIONAL QUALIFICATIONS

Sr. no	Degree	Year	University
1.	S.S.C	2006	Muktangan English School
2.	H.S.C	2008	Dnyanganga Junior College
3.	B.A (Bachelor of Arts, Hindi)	2011	Mumbai University
4.	BTS (Bachelor of Tourism Studies)	2016	IGNOU

ADDITIONAL INFORMATION

- Teamwork: Effectively communicates to delegate responsibilities using interpersonal skills.
- Effective presentation and communication skills.
- Quick learner, self-motivated, and multi-tasker.
- Accuracy and punctuality: Precise with details and facts (detail oriented).
- Able to take decisive action and work with other teams and staff members effectively to reach viable solutions and goals.
- Hands-on experience in creating and maintaining internal process flows.
- Decision making, critical thinking, organizing, and planning.
- Well acquainted with Concur, Jira Portal, Service Now platform, MS Office.

INTERESTS

Reading, Traveling, Drawing and Painting.

PERSONAL DETAILS

Name: Neha Nagesh Thorat.
Languages Known: English, Hindi, and Marathi, Basic Deutsch (German).
Marital status: Unmarried

I hereby declare that the above furnished details are true to the best of my knowledge.

Date- 09/1/2025