

ASHISH PRAKASH

SENIOR TRAVEL CONSULTANT

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ABOUT ME

With a strong foundation in high-stakes customer service and practical expertise in the rapidly evolving technology sector, I possess a deep understanding of user needs and operational challenges. I'm adept at adapting to new technologies and processes, making me a valuable asset for any company's operations or customer success team in delivering seamless and efficient support.

EDUCATION

2023 - 2025

Chandigarh University

Master of Business Administration

Developed strong project management, collaboration, and logistical skills through active participation in core university event organization during MBA studies (Finance & Marketing)

2018 - 2021

Kumaun University

Bachelor of Business Administration

Gained valuable insights into market dynamics and operational strategies during BBA studies

EXPERIENCE

Sep 2025 - Present

Dyninno India

Senior Associate (Rejoin)

Managed the end-to-end sales and Customer Support cycle for U.S. travelers, from lead conversion to revenue generation, while consistently delivering superior customer service and optimizing profitability through markup strategies

Aug 2024 - Sep 2025

Yubi CredAvenue

Key Account Manager

- Onboarded 100+ IFAs in a year
- Managing relationships with the existing clients to drive business
- Sourcing of unlisted equity as per the client demand
- Providing excellent Customer Service

Sep 2023 - Nov 2023

Riverum India

Senior Associate

Managed the end-to-end sales and Customer Support cycle for U.S. travelers, from lead conversion to revenue generation, while consistently delivering superior customer service and optimizing profitability through markup strategies

Aug 2022 - Apr 2023

Dyninno India

Senior Associate

Managed the end-to-end sales cycle for U.S. travelers, from lead conversion to revenue generation, while consistently delivering superior customer service and optimizing profitability through markup strategies

Apr 2022 - Aug 2022

Teleperformance Ltd

Senior Associate

Managed customer support for American Airlines, consistently providing optimal resolutions and ensuring traveler satisfaction

Sep 2021 - Apr 2022

Spicejet Ltd

Customer Support Executive

Managed customer support for Spicejet Airlines, consistently providing optimal resolutions and ensuring traveler satisfaction

CERTIFICATES

- AMADEUS (GDS)
- Certificate in Aviation and Hospitality from Frankfinn Institute of Airhostess Training

SKILLS

- Leadership
- Analytics
- GDS
- Teamwork
- Escalation Management
- Problem Solving
- Initiative
- Customer Satisfaction