



DILAN THOMAS

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ABOUT ME

An ambitious MBA candidate augmenting a degree in Aviation, Tourism, and Hospitality Management with advanced business acumen. My practical experience in the tourism and finance sector provides a strong foundation in client relations and operations, which I am now enhancing with expertise in strategy and financial analysis. I am seeking a challenging white-collar role in Europe to apply my integrated skill set to drive commercial growth. My goal is to contribute to data-driven strategic initiatives within a forward-thinking organization.

WORK EXPERIENCE

ASSISTANT MANAGER(HYBRID) – UNIVERSAL ASSOCIATES – 10/2024 – Current – POLAND

- Support the Manager in daily operations and overall business management
- Supervise staff, assign duties, and ensure work is completed efficiently
- Assist in staff training, onboarding, and performance monitoring
- Ensure company policies, procedures, and standards are followed
- Handle customer inquiries, complaints, and service issues professionally
- Online meetings and assessment with the team.
- Client management and service (mail)

TRAVEL OPERATOR – RHEGION TRAVEL – 06/2024 – 10/2024 – ITALY

- Plan, organize, and coordinate domestic and international travel arrangements
- Book flights, hotels, transportation, and tour packages as per customer requirements
- Provide accurate travel information, including schedules, fares, visas, and travel regulations
- Handle customer inquiries, reservations, changes, and cancellations efficiently
- Prepare travel itineraries and ensure timely confirmation of all bookings
- Coordinate with airlines, hotels, transport providers, and tour suppliers
- Travel management, reservations and bookings.
- Assistance and onsite customer support.

FINANCE MANAGER – NOBLE FINANCE – 02/2022 – 09/2023 – INDIA

- Was responsible for managing financial operations, including cash flow and budgeting, to ensure the company's profitability and stability.
- Conducts and organizes meetings, handle social media platforms and communicate with clients to clear there financial and operational doubts which increase the connectivity of the company with consumers.
- Prepare and manage budgets, forecasts, and financial plans
- Monitor cash flow, expenses, and profitability
- Prepare monthly, quarterly, and annual financial reports
- Analyze financial data to support management decision-making
- Ensure compliance with accounting standards, tax laws, and regulations
- Oversee accounts payable, accounts receivable, and payroll processes

OFFICE ASSISTANT – SYFTON INNOVATION – 02/2021 – 01/2022 – INDIA

- Answer and direct phone calls, emails, and visitor inquiries
- Maintain and organize office files, records, and documents
- Assist with data entry, filing, scanning, and photocopying
- Support daily administrative and clerical tasks



- Prepare letters, reports, and basic correspondence
- Schedule appointments and manage calendars
- Receive, sort, and distribute incoming mail and deliveries

CUSTOMER SERVICE – SKY OCEAN FREIGHT – 12/2019 – 11/2020 – INDIA

- Greet customers politely and assist them with inquiries
- Handle customer complaints and provide effective solutions
- Answer phone calls, emails, and messages professionally
- Provide accurate information about products and services
- Process orders, returns, exchanges, and payments
- Maintain customer records and update information correctly

EDUCATION AND TRAINING

10/2024 – CURRENT Poland

MBA - BUSINESS ADMINISTRATION WSGE school of economics

Level in EQF EQF level 6

09/2020 – 04/2023 India

B.A IN AVIATION, TOURISM AND HOSPITALITY MANAGMENT ANNAMALAI UNIVERSITY

Field of study travel and tourism, hospitality and avaiation sector | **Level in EQF** EQF level 5

LANGUAGE SKILLS

Mother tongue(s): **MALAYALAM**

Other language(s):

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken production	Spoken interaction	
ENGLISH	C1	C1	C1	C1	C1
POLISH	A2	A2	A2	A2	A2
ITALIAN	A2	A1	A2	A2	A1
TAMIL	B1	A1	B1	B1	A1
HINDI	B1	B1	B1	B1	B1

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user

SKILLS

Finance managing | C customer service expert | Organizer | Social Media expert | Accounting | Power BI expert | Team-work oriented

CERTIFICATIONS

Office master - power bi certificate.

HONOURS AND AWARDS

2023

Most Innovative Employer of the Year



2024

Overall Best Employee

● ACHIEVEMENT

KEY AC HIEVEMENTS

- **Power bi.** Successfully completed Power Bi course and mastered in excel chart using Ai tools.
 - **Organize and management** .Throughout my career I had organized, managed and also co-ordinated different roles with smart and expert pathways. Also my media managment is extra ordinary and will be a bonus for my company to be different in social media handle's.
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I hereby declare that the information provided above is true to the best of my knowledge and belief. I take full responsibility for the accuracy of the details mentioned in this document

DILAN THOMAS