

PRAFUL PUNJAVI

Hospitality & Aviation Professional



Contact Information

Dubai, UAE

+971 588474914

prafulpramod50@gmail.com

LinkedIn: [linkedin.com/in/praful-p36a963247](https://www.linkedin.com/in/praful-p36a963247)

Professional Summary

A dynamic and goal-driven professional with a strong foundation in aviation, travel consulting, marketing, and hospitality. Experienced in customer service, social media management, and business collaboration, with a proven ability to adapt in fast-paced environments. Passionate about delivering exceptional client experiences, optimizing travel solutions, and fostering community engagement through social initiatives.

Work Experience

Administration | Ports, Customs and Free Zone Corporation(PCFC) Dubai Government

Present 2025 | Dubai, UAE

- Planning, organizing, directing, and controlling resources and activities to efficiently achieve organizational or public goals.
- Regulation, facilitation, and coordination of port operations, customs procedures, and free zones.
- To enhance trade efficiency and support economic development.

Travel Consultant | Akbar Travels of India Pvt. Ltd.

Dec 2022 - Jul 2023 | India

- Advised clients on domestic and international travel options.
- Coordinated travel arrangements including visas, itineraries, and accommodations.
- Managed corporate travel accounts and optimized travel budgets.

Marketing Intern | V Stitch

Aug 2023- Feb 2024 | India

- Handling the social media to reach brand value to public.
- Interacting with the audience by responding to comments, messages, and managing the brand's online reputation.
- Developing engaging posts, videos, and articles tailored to each platform to attract and retain followers.

Hospitality | Queen Elizabeth 2 Hospitality

Jul 2024 - Apr 2025 | Dubai, UAE

- Undergoing training in hospitality operations and customer service.
- Learning best practices in guest relations, front office, and F&B services.
- Monitor guest feedback and implement service improvements.

Education

Queen Elizabeth 2 Hospitality Academy

Hospitality & Tourism Management | 2024-25 | Dubai, UAE

Faran Group of Institutions, Bangalore North University

BBA - Aviation | 2019-22 | Bangalore, India

Durga Higher Secondary School, Kerala

Higher Secondary Education (P.U.C) & S.S.L.C | 2017-19

Certifications

- Microsoft Office Suite - G-Tec Computer Education (2022)
 - Business in Pandemic Times - Hindustan Business School (2020)
-

Skills

- Customer Service & Relationship Management
 - Travel & Tourism Consulting
 - Marketing & Social Media Handling
 - Hospitality & Event Coordination
 - Business Collaboration & Networking
 - MS Office (Word, Excel, PowerPoint)
 - Video Editing & Digital Content Creation
-

Projects & Research Work

- Study on Marketing Strategies in SpiceJet
- Impact of Customer Satisfaction in Indira Gandhi International Airport, Delhi