

Contact

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s-camp.fr/ (Company)
serenjittravel.com/ (Company)

Top Skills

Développement des forces de vente
Gestion du temps
Service de bar

Languages

French (Native or Bilingual)
English (Full Professional)
German (Elementary)
Indonesian (Elementary)

Publications

Bali: L'Essentiel

Alexis Encinas

Fondateur de S-CAMP & Serenji Travel - formateur - consultant |
J'accompagne tes équipes à performer sereinement
Marseille, Provence-Alpes-Côte d'Azur, France

Experience

S-CAMP by Serenji Travel

Directeur-fondateur

June 2020 - Present (4 years 2 months)

France

Sport, wellness, fun, friends, nature, charm, edutainment, coaching, small groups, good food... shake it, and you have the best smoothie for your next holidays.

Serenji Club & Travel

Directeur-fondateur

April 2019 - Present (5 years 4 months)

France

We organize immersive, exclusive and adventurous travel to encounter isolated tribes and communities.

Each trip is unique. Each community takes part in the organization. Each traveler is trained.

Serenji takes you to a world of wonders and contrasts where you stay from the most exclusive boutique hotel to the family house of a local tribe on the edge of the world.

<https://serenjittravel.com>

Away We Go

Consultant indépendant

September 2022 - Present (1 year 11 months)

J'accompagne les entreprises du voyage comme:

- manager de transition
- COO externalisé
- responsable des ventes externalisé

Travel and Tourism

Formateur entreprise

January 2020 - Present (4 years 7 months)

France

Maitrise des outils de l'IA

Technique de vente et destination

Productivité et gestion du stress

MONDE AUTHENTIQUE

Sales Manager

May 2019 - September 2019 (5 months)

Paris Area, France

Ophelib

Business Developer

September 2018 - February 2019 (6 months)

Dijon Area, France

Ophelib is a digital start-up aiming to revolutionize the home care and home service industry.

My goals were to:

- develop the portfolio of clients as well as nurses and cleaners
 - build and nourish institutional network
 - test and improve the processes for the app and digital tools
 - follow up and follow through the service provided to keep a high satisfaction
- The development of the business had to slow down due to conflict of interests.

Shanti Travel

6 years 4 months

Chief Operating Officer

September 2014 - January 2018 (3 years 5 months)

Denpasar Area, Bali, Indonesia

As the business was already strong and expanding, I started to open new destinations: Vietnam, Lao and Cambodia

In 2015, I started to harmonize and simplify the processes on group scale, working along with India and Sri Lankan managers and training the teams. I was also in charge of the destinations Nepal, Tibet, Bhutan and Burma and managed the 2 business developers in Nepal and in Burma.

In 2016 I took responsibility of sustainable development for Shanti group by raising awareness to the 100 team members across Asia and improve our strategy.

By the end of 2016 I cumulated responsibility as: General Manager of Indonesia, General Manager for south East Asia and Himalaya destinations

and COO group. The team in Indonesia was 25 members big. I was also managing 9 team members in Nepal, Burma, Hanoi and Cambodia. During 5 years I recruited more than 50 successful employees and interns from several origins. I trained and coached most of them and some can be proud to have gain responsibilities and become top managers. The growth was between 60 and 80% each year. Guest satisfaction was between 96 and 98%.

Business Developer

March 2013 - September 2014 (1 year 7 months)

Denpasar Area, Bali, Indonesia

After a successful time in Delhi, I was sent to Bali as business developer to start and develop Indonesia as a destination for Shanti Travel.

The 1st year I created and strengthen relationship with local partners across Indonesia, finding the most authentic hotels and experiences for our guests and creating unique out of beaten track tours. I also supported the marketing team on social media strategy and SEO friendly content. I recruited a team of Travel Expert who I trained and managed. In the meantime I created a software to store our product database and create out of beaten track program in less than 15min.

Team Manager

March 2012 - March 2013 (1 year 1 month)

New Delhi Area, India

Managing a team of 10 members.

The synergy I developed was based on trust, team work, fun and happiness. I encouraged my team members to take responsibilities, risks and leadership.

Travel Advisor

October 2011 - March 2012 (6 months)

New Delhi Area, India

We organized tailor made out of beaten tracks trips for individuals in India. Sales technics and quality of service resulted in high sales and happy travelers.

Mr Bricolage

Assistant Manager

April 2011 - September 2011 (6 months)

Dijon Area, France

Mr.Bricolage is a DIY family shop. Indeed, my father was the CEO for over 25 years, and before him, my grand father started the business.

I supported my father on the development of the web strategy and online marketing. I work on the construction of a website and advised on the best practices.

I also gave computing trainings and spend time on sales.

Help Tourism

Junior Consultant

February 2011 - March 2011 (2 months)

Field research in the Dooars on the feasibility of developing Volunteer Tourism in Chilapata.

Banglanatak.com

Junior Researcher

October 2010 - January 2011 (4 months)

Kolkata Area, India

Field research on community-based tourism in West Bengal in Pingla and Gorbanga with the Baul and Fakir community and the Patua (Patachitra) community. Giving training on waste management.

The Jazz Cafe

Lead Bartender

June 2009 - June 2010 (1 year 1 month)

La Maizon Bar

Bar Manager

October 2008 - January 2009 (4 months)

Stocks control, taking delivery orders, supervising staff, conduct interviews, hire new staff, checkout supervision, preparation of cocktails, customer service and relationship.

SOS Racisme - Touche pas a mon pote

Public Relation Responsible

April 2008 - December 2008 (9 months)

Paris Area, France

Association MLK2008. Relation with Local Government. Creation and implementation of cultural events about Martin Luther King nationwide. Promoting events to Local Government. Negotiation. Teaching children and young adult about the Civil Right Movement.

Accor

Receptionist

October 2006 - July 2007 (10 months)

Welcoming guests and providing them with high-quality service, taking reservations over the phone and at the desk, managing invoicing payments and cash operations, serving at the bar and responsible of the hotel at night time.

CANANGA LIMITED

Assistant departement manager

April 2006 - July 2006 (4 months)

Mayotte

Implementation of new range of products: TV - hi-fi - video. Selection of Reorganisation of shop departments. Developing and implementing solutions to enhance efficiency, selection of products, managing stock availability, looking after customer service, reporting to product and general manager.

Education

London Metropolitan University

Master of Arts (MA), Tourism and Travel Services Management · (2009 - 2010)

Burgundy School of Business - BSB

bachelor, International business, negociation, communication, marketing · (2004 - 2008)