**First Name of Application CV No:** **1652274**

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**Objective**

Ambitious worker with high energy, Motivated with goal driven and exceptional leadership skill. Provide friendly and professional customer interactions at all time. Ensure optimal customer service by inquiring about experience and suggesting additional merchandise options.

**Previous Aviation Industry Experiences:**

* Sun consultants- Travel consultant from 2005
* Ground staff at Bangalore airport Domestic and International - traffic assistant from2006
* NOKAIR Bangalore as a supervisor for an year -from May 2007
* shift supervisor with Bird Worldwide Flight service - from 2009 Jun
* Load controller with NAS - Ras Al Kahimah –From 2012 Jun
* Cozmo travels as a dedicated staff of Air Arabia- City check- in from 2013 Dec
* Nawras tours – Travel Administration officer from 2014 Dec

**Aviation Industry Knowledge:**

* Passenger assistance in Checking in, Boarding. Arrivals
* Working knowledge in Baggage make up, Break up, Ramp.
* Working knowledge in Departure Control system – *ARTICA,MACS,SYBER,INTRANET,BABS,LAISON*
* Knowledge in preparing of Load sheet for narrow body and wide body aircraft
* Knowledge of Crew handling and MAAS.
* Knowledge of Dangerous Goods. Attended Category DGR 10
* Knowledge of handling Domestic and International Charter flight, Documentation, Crew handling, Coordinating with ATC and other facilitation

WORK EXPERIENCE AS A AIRPORT SERVICE AGENT

* In this role worked for an airline as ground services agent on behalf of an airline like air Arabia, gulf air,air deccan, Emirates, Nok air, Ethihad, Qatar, Air India, Air India Express etc
* Delivering the highest level of Customer Service at all customer touch points, dealing with passenger enquiries about flight departures and arrivals
* Supervising service partners’ activities for the smooth acceptance of passengers.
* Direct Arriving/Departing passengers to respective areas such as Arrival Hall, Transfer Area, Departure Gate, Lounge, etc
* Checking entry requirements (visas, residence permits are) are met
* Checking passengers in giving seat numbers, providing boarding passes and luggage labels, informing passengers about luggage restriction. Handling baggage claims
* Coordinating Baggage Make up Area, aircraft loading team, catering suppliers for a smooth turnaround
* Performing pre- and post-flight administration duties
* Ensuring compliance with Safety and Security requirements.
* Weighing baggage and collecting any excess weight charges
* Taking care of people with special needs, and unaccompanied children
* Calming and reassuring nervous passengers
* Stick to on Time Performance

WORK ACTIVITIES AS A BOARDING GATE AGENT

* Assists passengers and checks flight tickets at entrance gate or station when boarding or disembarking airplane of commercial airline:
* Examines passenger tickets to ensure that passengers have correct flight or seat, or directs passengers to correct boarding area, using passenger manifest, seating chart, and flight schedules.
* Verifies names on passenger manifest or separates portions of passenger's ticket and stamps or marks ticket or issues boarding pass to authorize passenger to board airplane.
* Directs passengers to air-terminal facilities. Announce flight information, using public-address system.
* Opens gate or allows passengers to board airplane.
* Assists elderly, disabled, or young passengers to board or depart from airplane, such as moving passengers in wheelchairs.
* Post flight information on flight board.

WORK EXPERIENCE AND RESPONSIBILITIES AS A AIRPORT SERVICES SUPERVISOR

* Responsible for the day-to-day operations and ensure that there is continual communication and liaison with the airline team. Being responsible for the overall control of shift, will ensure the smooth operation and Customer experience for our all clients. Ability to multitask will be put to the test as manage and organize the relations between airport service providers and airline team, ensuring workloads and resources are managed for optimum performance.
* In order to ensure smooth flight operations (Pre /Post flight) and extend proper communication to staff periodically for delay and schedule operations etc.
* The role include close coordination with OCC, ATC, Airline Ground Handling, state authorities, airport authorities various government agencies AAI DGCA BCAS etc.
* Responsible for daily interactions with airside service providers; monitor performance against agreed targets and compliance with SOPs.
* Ensure safe and secure operations and flight departure on or before schedule time in co –ordination with the respective flight supervisors. Establish counter management, queue management, and proper boarding guidelines. Co-ordinate crew movement as per the airline specifications
* With proper roster ensure availability of adequate trained manpower at the respective locations within the terminal, Monitoring roster of staff for effective cross utilization. And co-ordination with duty officers of other department for the same.
* Provide staff information to the duty managers for their evaluations, Handle staff grievances and complaints and other administrative issues which need to be escalated. Responsible to lead and manage actual flight data and resource allocation and ensure the effective utilization of the airport’s resources.
* Ensure adequate availability of required handling equipment
* Ensure that staff follow standard operation procedure, and follow terminal discipline all the times
* Arrange and ensure transportation for crew and passengers where applicable
* Liaison with carrier’s authorities at the airport OAL and handling agencies
* Ensure the performance standards set forth in the carriers handling agreements are met in all respects
* Co-ordinate the activities of the airport operations as far as flight handling are concerned and extend proper communication to staff periodically and always pro-actively working
* Monitor flight operations including preflight arrivals, and departure and post flight activities
* Conduct briefing in advance of the day‘s operations and solutions to the problems faced by staff periodically. Contact customer airline for their feedback
* Assist duty managers in staff appraisal reports as per company rules
* Coordinate and interact with various government agencies and maintain rapport in order to ensure smooth flight operations. Encourage staff involvement for constant operations improvement
* Verify the landing and parking request and verify documents behalf of DCA
* Prepare invoice according to the services requested by airline considering the airport and handling agency facilities and formalities. This role I ensured that offer the highest levels of service delivery to all passengers utilizing the airport by ensuring and keeping in line with the seamless and convenient world-class experience want to deliver to all customers and the role is for outgoing and detail-oriented personalities who are passionate about service delivery.
* The main duties include answering customer queries, giving directions, look for possible improvement and conveying a positive image of the airport.
* Responsible for gathering comprehensive customer service feedback data and present to the Manager Quality Assurance and Customer Service in a timely fashion.
* Responsible for operational planning of stands and operational allocation of gates, check-in counters and baggage reclaim belts, ensuring accuracy, consistency and timely availability of actual flight data and dissemination to service providers, airport users and travelling public.
* As a Lead Agent - Customer Service will provide service excellence to Airlines customers through telephone & email and optimize passenger satisfaction. Main duties will be to respond professionally in order to achieve customer satisfaction, generate revenue and take all possible measures to avoid loss of revenue.
* Completely fraud prevention checks. Act as Airline product and process expert to support Customer Service Agents with complex and escalated queries.

EXPERIENCE AS A GROUND DISPATCHER

* As a ground dispatch will need co-ordinate all functions of each aircraft turnaround, driving and motivating those involved to achieve safe and punctual departures of flights whilst maximizing the payload, in compliance with all regulatory requirements.
* Detailed briefing is provided to all staff prior to proceeding to the assigned aircraft. The briefing covers all special handling requirements, aircraft space / weight limitations, special loads, ULD hold configurations, seating restrictions etc., in order that Ramp, Baggage and Operation Services teams can provide a safe and punctual service through the optimum usage of manpower and equipment resources.
* Act as the primary point of contact at the aircraft for all Group stakeholders, Government departments and external agencies handling agencies at Airports, Flight Operations and Service Delivery.
* Make decisions on key operational issues such as the offload of passengers and/or baggage and cargo to ensure that the flight schedule is maintained in accordance with the published precision timing schedule (PTS). Take accountability for, and has authority to make decisions on the acceptance of last minute or delayed loads that could potentially delay flight departures. Follows the flight briefing and establishes, in consultation with the Airport Services Manager (Hub), when a delay is acceptable operationally and commercially.
* Plan a strategy for flight departures prior to commencing any precision timing activities after seeking and interpreting a full flight briefing (e.g. en route restrictions, flight crew limitations etc) via Hub Control Centre (HCC).
Manage the departure flight process by leading the airline operation teams with a "can do" attitude that inspires those around them while consistently seeking to optimize the on time performance and/or maximize the payload. Evaluates any anticipated delays to identify opportunities to further maximize payload revenue and enhance customer service.
* Maintain full contact with the Airport Services Manager ( Hub) in the HCC via radio network and/or the personal digital assistant (PDA) to allow full transparency of the critical path of the flight departure to streamline the base station and network operations through effective tactical decision making
* Responsible for maintaining the safety and security of the ramp at all times
* Monitor customer safety during boarding and deplaning, and assist customers in a friendly and courteous manner
* Transfer cargo (including luggage) to other gates, other airlines and to passengers
* Comply with all safety procedures and airline policies
* Supervise courteous, prompt, accurate and careful handling of customer baggage, airfreight and company material, monitor loading/unloading staffs, sorting and transfer of baggage, freight and company material
* Supervises service aircraft as needed (e.g. aircraft lavatories, potable water, and commissary items)
* Assist in ramp set up and storage of equipment and baggage
* Constantly communicate with flight crew personnel and other ground personnel
* Other duties as assigned by supervisor and manager
* Direct and control all ground handling activities on assigned flights and acts as the point of contact for airlines and teams for flight related information in order to achieve safe and on-time departure in line with the SLAs and operations procedures
* Oversee the flight schedules and reviews aircraft ready state to ensure on-time flight arrival and departure.
* Supervise the allocation of service delivery teams on the day of operations to ensure that flights on shift have the required resources.
* Organizes and supervises the work of a small team on the day of operations to ensure that work is completed efficiently and in compliance with procedures.
* Brief Aircraft Loading Supervisor and Customer Service Team Leader on the flight details to ensure that flight requirements are covered.
* Coordinates all activities above and below wing for a safe timely Turnaround process
* Complies with all relevant safety; quality and environmental management policies; procedures and controls to ensure a healthy and safe work environment
* Ensures safety of staff and that they have the skills; knowledge; and confidence to work safely by providing support; direction for the desired safety behaviors and leading with safety
* Implements departmental policies; processes; procedures and provides instructions to the team on the day of operations
* Implements day-to-day operations assigned and ensures compliance with the established standards and procedures
* Contributes to the identification of opportunities for continuous improvement of systems; processes and practices; cost reduction and productivity improvement
* Collects relevant flight briefings from Airline representatives to ensure resources are correctly allocated
* Acts as the focal point on the day of operations for a particular flight; makes the required decisions and provides guidance and direction to the officers and Aircraft Loading Supervisor on shift respectively
* Communicates regularly with Aircraft Loading Supervisor and the Customer Services Team Leader for the flight to ensure relevant information is transferred promptly
* Monitors the time schedules of flights through AACS to ensure that the team on the day of operations are informed and updated on any changes/ challenges
* Takes immediate action to rectify irregular operations through the deployment of resources on the shift; and the formulation and communication of recovery plans to optimize turnaround performance
* Investigates significant flights delays and any breaches of SLAs to ensure that corrective action measures are taken and the appropriate report is created

**PROFESSIONAL QUALIFICATION:**

* **Trained on Airline crew scheduling**: Completed two months on job training with Air Arabia flight crew operation
* Responsible for day to day operations and ensure crew movements are in compliance of the GCAA imposed highly complex flight time regulations in addition to company agreed policies,
* Maintaining safety standards and contribute to on-time performance by effective crew management.
* Non-Compliance could adversely impact the operation of the Airline.
* Ensure Crew Rosters that are published well early
* Ensure steps are taken to mitigate risks associated to safety when  making changes to published rosters
* Carefully evaluate the risk to crew resources and cost of operation when crew pairings are required to be changed
* Escalate potential risks associated to shortage of crew resources to the Senior Crew Scheduling Officer
* Develop crew scheduling strategies to achieve increased levels of productivity without compromising on the quality of output
* Comprehensive recording of the crew scheduling and other crew scheduling related activities in order to ensure transparency of transactions. This is essential to analyses trends and investigate incidents
* ***Completed course of IATA UFTAA (Level 1 Foundation Course. Dec 2006)***

**Licenses/Certificates**

A320 FAMILY,

Fire and safety management,

Airport safety management

**APPRECIATIONS**

Kuwait airways - best score in DCS

Appreciation from Bird Worldwide flight service – for ground handling

**EXPERIENCE AS A LOAD CONTROLLER**

* Responsible for the effective planning and preparation of all system and manual weight and balance documentation (loading instruction report, load sheet and trim sheet), ensuring these are accurate and meet the required safety and legal standards as outlined by various regulatory bodies.
* will help produce a timely, safe and efficient LIRF for each Customer Airlines departure as per the stipulated guidelines.
* Monitor, direct and communicate with the Loading Team Supervisor/Aircraft Dispatcher regarding the loading activities via the radio/ telecommunication and update the required changes to ensure the safety of the aircraft at all times.
* Ensure the provision of an accurate and punctual service to all airlines and that activities confirm to legal and safety requirements as outlined by various regulatory bodies such as IATA, DCA, Aircraft Manufacturers, Airline Weight and Balance manuals and Airline SLA and airline procedures etc
* Review existing operational practices, systems and procedures to create work process efficiencies and maximize aircraft space utilization and fuel uplift, in order to exploit maximum revenue capacity and performance capability per aircraft.
* Co-ordinate the receipt, record and onward communication of relevant information from various stakeholders including outstations required for the preparation of weight and balance documentation (loading instruction report, load sheet and trim sheet) for an aircraft.
* Build and maintain relationships with key stakeholders to enhance customer service standards and facilitate the exchange of information & ensure all under the wing activities are carried out in a safe & effective manner.
* Ensure the accuracy of passenger figures, baggage / cargo weights, that fuel figures correspond with the final quantity stated on the fuelling order, that dead load distribution figures match those on the loading report and that the weight and balance conditions of the aircraft are within legal, safe and structural limits.
* Ensure all CLC procedures and processes as per SOPs outlined in, are followed at base station.
* Detailed briefing is provided to all staff prior to proceeding to the assigned aircraft. The briefing covers all special handling requirements, aircraft space / weight limitations, special loads, ULD hold configurations, in order that Ramp, Baggage and Operation Services teams can provide a safe and punctual service.
* Responsible for providing the Captain, Flight Operations & all Airlines with required information such as estimated zero fuel weight for flight planning purposes and final zero fuel weight figures immediately upon flight closure to enable maximum fuel uplift and trim fuel transfer within ground time as stipulated by the airline.
* Incorporate staff acceptance information in DCS and check acceptance of standby passengers/cargo before flight check-in closure depending upon payload availability.
* Co-ordinate with the stations for the last minute changes on the Load Sheet are done ensuring the space, weight, structural and procedural limits are adhered to and the signed copy
* Optimizing load, flight performance and achieving on-time departures
* Optimize aircraft load factor and balance by creating efficiencies through the use of different ULD hold versions and weight / load distributions.

**EXPERIENCE IN NON SCHEDULE FLIGHT HANDLING**

* Co-ordinated with the charter flight agency for the flight plans and co-ordinate with the Air Traffic Control team in case necessary
* Co – ordinated for the fuel and other special service required.
* Arrange medical assistance in case of ambulance aircraft service.
* Directs passengers to and from air-terminal facilities.
* Arrange transportation as per the requirement and make sure all service provided for aircraft , crew and passengers
* Prepare passenger manifest, GD and other flight documents.
* File the pre -flight and post flight documents as per the standards.
* Make Invoice of the handling with the help and guidance of the finance department according to the services requested by airline considering the airport and handling agency facilities and formalities.

**Duties and performed as a Ramp Agent/Baggage Handler:**

* Responsible for maintaining the safety and security of the ramp at all times
* Monitor customer safety during boarding and deplaning, and assist customers in a friendly and courteous manner
* Transfer cargo (including luggage) to other gates, other airlines and to passengers
* Comply with all safety procedures and airline policies
* Provide service aircraft as needed aircraft lavatories, potable water, and commissary items
* Assist in ramp set up and storage of equipment and baggage
* Other duties as assigned by supervisor and manager

EXPERIENCE IN ADMINISTRATIVE / FINANCIAL ASSISTANCE

* Determines items and quantities of stock to be purchased and maintained.
* Estimates cost and assign account codes to items purchased.
* Interdepartmental Coordination: Developing constructive and cooperative working relationships with others, and maintaining them over time. Providing information to Supervisors, co-workers and subordinates by telephone, in written form, E-mail or in person.
* Scheduling work and Activities: Scheduling events, programs and other similar activities which coordinating travel as well as lodging arrangements. Maintaining calendar to coordinate the workflow and meetings. Compile and distribute minutes of meetings.
* Assisting in formulating budgets by taking inputs from user departments and submitting with finance.
* A proactive leader with skills in managing the fund management operations for maintaining the financial discipline.
* Reviewing and controlling accounts receivables and Payables.
* Proficiency in streamlining the working procedures, formulating cost effective solutions for enhancing the accounting and finance operations with most accuracy and effective handle multiple tasks simultaneously.
* Sends monthly statement of accounts to all customers.
* Issue letters per week to follow up payments and queries with customers.
* Review of Statement of accounts and clear old due invoices with customers.
* Follow up with customers / Suppliers for payments by phone, emails of official letters.
* Collects payments from customers and issue receipts for receiving of payments.
* Ensure bank guaranty / Security deposits are renewed on time and updated in Company.
* Nil defaults by rising early warning and monitoring action taken by business side.
* Attend meetings with customers/ Suppliers and prepare meeting points.
* Prepare bank deposit voucher for each payment.
* Check daily bank statement for bank transfers from customers then books in Company system in receipts. Sets off the revised invoices or credit notes and set off the invoices/ credit notes with payments received by customer as per details.
* Reconciles customer accounts in order to clear discrepancies or queries.
* Check & verify that the expense requisitions from various departments are within the Delegation of Authority and maintain smooth flow of cash flow to departments and getting the approval from higher authority for the same.
* Ensure that all financial transaction are maintained and recorded according to the accounting Policies.
* Preparation and maintenance of Petty Cash records in accordance with the company policy.
* Creating & issuing receipts, bills, invoices, statements, etc.
* Liaison with Vendors, Airline offices & Airport financial officers to ensure that the details of payment received/paid are correct.
* Ensured that all Non-Schedule operations are invoiced according to the approved rates from airport authority and collect payment from clients, deposit the same in company account and inform HQ to facilitate bank reconciliation.
* Timely preparation of Salary/Stipend of Trainees, forwarding to HO.
* Settlement practiced on priority & cash inflow.

WORK EXPERIENCE AS A TRAVEL CONSULTANT

* Strong network of resources ready to provide specific trip requirements.
* Travel consultant experienced in the design and supervision of travel arrangements. Ready to use network of resources to find clients the best and most affordable travel arrangements
* Can arrange travel by air, rail, road, boat- both Domestic and International travel..
* Understand the client’s need and give appropriate suggestions accordingly also get feedback.
* Making professional, accurate, cost effective travel arrangements for clients while providing excellent customer service.
* Understanding of practices associated with reading, defining and application of taxes, fare rules and country regulations
* Capable of providing the best accommodations, vacation packages while staying within budget.
* Excellent oral and written communication skills, ensuring all parties are appropriately informed
* Consulted with clients and provided appropriate information regarding travel services, routes, reservations, schemes and other available services , Handled cooperate calls and responded accordingly.
* Managed client inquiries and kept them updated on progress through a range of communication channels
* Minimized stress on clients associated with travel arrangements, Manage daily office correspondence
* Managed formalities, keeping client abreast of operations, Help customers in getting passport and visa
* In charge of advertising scheduled tours in different modes.
* Coordinate and negotiate with tour planners regarding rates, time and date.
* Convince the clients to join the tour or to select our travel consulting. Perform tour guide activities
* Providing customer support to clients related to reservation, ticketing and booking. fares and charges

**Skills**

* Good interpersonal skills, Good coordinator, Multitasking skills needed to assist multiple customers at once, Good organizational and administrative skills.
* Strong sales focus. Ability to understand client’s needs.
* Aware of different areas and languages respectively.
* Able to explain clients effectively. Strong customer service skills in all departments
* Organized and thorough in all paperwork and data entry. Professional in appearance at all times
* Demonstrates a focus on customer service and satisfaction.
* A good standard of spoken and written English language skills.
* The initiative to work independently and in group. A good standard of IT literacy.
* Good knowledge of principles, practices, methods and techniques of monitoring and forecasting.

**Personal Traits**

* Enjoy interacting with people. Extravert. Self-motivated and energetic
* Able to work under pressure .Ability to work as a member of a team.
* Enjoy traveling to different places. Able to handle any kind of situations
* Good at convincing people. Efficient and well organized.

**IT FORTE**

* Windows 98/2000/2003/XP/Vista/Windows 7,
* Backup and restoring data, Outlook 2003/2007
* Conversant with MS Office Package (MS Word, Excel, Power Point) & Internet Applications.

**Academic Qualification**

Bachelor degree in Arts – From Kannur University

Perusing MBA - From Kannur University

**Languages**

English, Malayalam - READ WRITE SPEAK

Hindi, Tamil – Speak, Read

**Personal Information**

Marital status : Married

Date of Birth / Nationality : 01 – jan-1984, Indian