**PANDIAN.304381@2freemail.com**

**PANDIAN**

 **STRENGTHS**

* Self motivated and perseverant
* Flexibility to adapt to changing environment

Middle Management positions in the Airline / Hospitality Industry

**PROFESSIONAL SYNOPSIS**

* **18 Years**  of rich extensive experience in the Airline Industry, including 10 years in Load and Trim and Ramp functions, and 7 years as Duty Manager Airport services (Handling International and Domestic operations).
* Adept in managing Airport functions.
* Extensive experience in handling the Load & Trim and Ramp functions
* An enterprising leader with proven abilities in leading teams towards the achievements of organizational goals and industry best practices.
* Proven abilities in generating additional revenue.
* An effective communicator with excellent relationship building & interpersonal skills.

Strong analytical, problem solving & organizational abilities.

**Areas of Excellence include :**

Airport handling - Revenue Optimisation - Manpower planning - Staff rostering -Training Skills - Ramp handling - Load and trim

**CORE COMPETENCIES**

**Airport handling skills**

Making vital decisions during delays / disruptions / cancellations etc. Ensuring smooth function at all areas including checking counters, boarding gate, arrivals, Baggage makeup area, immigration and customs etc and monitoring all functions at the airport.

**Revenue optimization**

* Encourage up – selling to maximize revenue for the airline.
* Encourage to maximize excess check in baggage and hand baggage collection for the airline.

**Manpower Planning**

Effective utilization of available manpower through proper planning and preparing staff roaster and taking briefing for staff/supervisors on weekly / monthly basis.

**Team Management**

* Ensure proper delegation of work among the supervisors to utilize available time effectively.
* Ensure proper team motivation at regular intervals to keep the spirit high.
* Motivate team to achieve performance targets at all times without discrepancies.

**Training Skills**

* Regularly organize and conduct in-house training for all staff.

**CAREER CONTOUR**

**Since June ’2007 till date Jet Airways**

**Customer Service Officer**

Reporting to: Ramp manager / Airport manager

**Accountabilities:**

* Responsible for all areas pertaining to airport services (domestic & International) during the shift.
* To make vital decisions in case of delays / diversion / cancellations etc in liaison with OCC and flight operation department.
* **Ensure ON TIME performance targets are achieved** at all times without discrepancies.
* **To investigate analyze and prepare delay reports** in case of flight delays.
* Ensure Ramp Standard Operating Procedure and Safety Protocols are attached to at all times.
* Records and Reports all aviation issues to appropriate Personnel’s. After Action Report (AARs), Incident Report, Maintenance issue, etc.
* Ensure Ramp is kept to operational standard at all times
* Foreign Objects Damage (FOD) is minimal, maintenance Schedules are followed.
* Notifies Management of any delay in scheduled flights.
* Accurately records and reports aircraft cargo documents.
* Serves as the Aviation representative for ramp to liaise between the company and necessary parties.
* Follow Flight Schedule daily to facilitate delivery of Customers order in the most effective manner possible.
* Monitors flight traffic and manages / react to any Air Control Measure (ACM)
* Daily end of day back briefs to Management.
* Ensure company Management is aware of issue at Ramp daily.
* Liaises with dispatch, Warehouse and Operational staff to ensure correct and timely cross load of cargo.
* Ensure the company personnel follow all safety and procedural requirements.
* Provide innovative and creative solutions to problems. Regularly Monitor on Equipments availability / Serviceability / Cleanliness

**Additional Accountabilities:**

To closely monitor station ratings and to actively participate in duly managers meetings and discuss Issues pertaining to station targets / ratings etc.

**Sep 1997 – June 2007 Air Sahara**

**Duty Manager**

**Accountabilities:**

* Manage & Supervise the performance of the customer service team and the handling agent services (where exists).
* Manage, motivate and develop the customer service team and ensure all necessary training is provided. Also regularly appraise team and individuals as part of the ongoing performance Management process.
* Ensure that all staff is provided with uniforms and that these are properly worn according to the company standards.
* Ensure that the complaints from customers are acknowledged promptly and the initiation of measures to correct possible breakdowns in the service recovery begins promptly.
* Set up and maintain a system of logging, recording and reporting for all matters connected with mishandled baggage and prompt compilation of such reports as may, from time to time, be required.
* Develop & implement an airport communication plan to include a meeting schedule and an agreed Report list that covers station monthly report / monthly Staff meetings / AOC meetings.

**Sep. 1996 – Dec 1996 Air India**

**Traffic Assistant**

**Accountabilities:**

Flight Handling for Singapore Airlines / Gulf Air Malaysian Airlines / Saudi Arabian Airlines

Baggage Services

**Dec ’92 - Jul ’95 East West Airlines**

**Customer Service Asst.**

**Accountabilities:**

* Performing airport checking functions, telecheck-in etc.
* Preparing load and trim sheets
* Assisting passengers with queries and responsible for informing flight schedule changes, and delays.
* Customer service during a period of phenomenal company growth.
* Complete airport exposure handling both domestic and international ticketing.

**SIGNIFICANT HIGHLIGHTS:**

* Played vital role in Starting First International Operation by Air Sahara
* Worked on Deputation in other station as Duty Manager and Station Coordinator.
* Setting up new station with team of higher Officials.
* Was on deputation to Hyderabad for initial station set up and to monitor load and trim and Ramp functions
* Was deputed **Cochin airport** during August 2003 for Load & Trim Functions.
* Won **Merit award** for outstanding performance for the year 2002 at Hyderabad.
* Appreciation Letters from Guests as well as the Management on Customer Service Excellence.

**TRAINING PROGRAMMES**

* Management Training Workshop conducted by Mind Bank Goa, (August 2002)
* U.K. Travel Document Check conducted by British Embassy, Chennai.
* Managerial Skill Development and Soft Skill Development by Ms. Chitra Danger (Manager Training, Sahara Airlines Ltd) New Delhi,
* Completed Dangerous Good Regulation training for Load Planner Conducted by Jet Airways Training Center. Nov 2015, Mumbai
* AVSEC awareness training conducted by Jet Airways Security department. Chennai
* Completed Airport flight safety training conducted by Jet Airways Commercial Training Centre. August 2010, Chennai / November 2011 Chennai.

**SCHOLASTICS:**

July 1985 – April 1988 : Bachelor of Arts,

 Madras Christian College,

 Chennai – 600 059.

Aug 1988 – April 1990 : Master of Arts,

 Madras Christian College,

 Chennai – 600 059.

**PERSONAL VITAE**

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Date of Birth :29 Nov, 1967