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**Savio**

**Savio.331454@2freemail.com**

A professional with over 7 years of experience in Flight Operations, and 10 years overall experience in Logistics, Customer Relations, Procurement across diversified industries. An efficient communicator, with excellent organizational, leadership and team building skills. Holding a valid GCAA Flight Dispatch Licence.

**Career Profile**

Flight Operations Controller (SEP-2016 TO DEC-2016)

* Preparation of flight schedules and briefing sheets.
* Flight Following, Weather watch (METAR and TAF), NOTAM checks.
* Application and revision of over fly, landing permits, handling and airport slots.
* Make operational arrangements for charters. Engage with ground handlers, fueling companies, airport authorities, and government bodies such as civil aviation authorities.
* Proactive and independent decision making as per company guidelines in the event of service disruption.
* Point of contact regarding any freighter related operational issues, including but not limited to: handling, invoices, POD (Proof of Delivery), HOTAC, loading issues, permit issues and catering.

**Previous Employment in Brief**

**Chapman Freeborn Airchartering - UAE**

Flight Operations Officer (OCT-2008 TO SEP-2015)

* Preparation of flight schedules and briefing sheets.
* Flight Following, Weather watch (METAR and TAF), NOTAM checks.
* Application and revision of over fly, landing permits, outstation crew accommodation requests.
* Application and coordination of crew General Declaration, flight handling, fuel requests, catering.
* Liaise with aircraft handlers, fuel companies, Civil Aviation Authorities and Airport Operations Control Centers.
* Preparation and application of airport slots.
* Check and maintain valid aircraft documents, insurance and AIP’s.
* Coordination with ground handlers for necessary equipment and services required to ensure on time departure.
* Liaise with customers for flight movement messages, schedule revisions, payload revisions.

**Emirates Sky cargo – UAE**

Senior Customer Service Agent (OCT-2003 TO OCT-2008)

* Responsible for generating quotations, addressing queries on flight schedules, tariff and shipment status to customers.
* Responsible for updating the cargo reservation system with flight and delivery details and maintain discrepancy details for import and export shipments.
* Ensuring that all the queries from the airline network and external customers are resolved with appropriate follow-up action.
* Booking space for cargo on flights based on available capacity, type of cargo and destinations.
* Maintaining performance statistics of individual cargo agents on a shift basis to ensure quality of services and also fulfill targets.
* Exclusively responsible for identification and reconciliation of irregularities and discrepancies to achieve service quality.
* Responsible for collection and collation of necessary documents and information from appropriate sources and input the same in accordance to laid down operational procedures.
* Updating of Flight Handling Reports utilizing received and generated information.
* Responsible for preparation of various reports and statistics for management.
* Monitor, validate and count goods at every point of delivery, acceptance, breakdown and build-up.
* Ensure ULD’s are built up to ensure maximum utilization of space and as per safety requirements.
* Ensure goods conform to relevant criteria and they are dispatched / stored in accordance with requirements.

 **Desert Landscape – UAE**

Assistant Purchaser (JUL-2003 TO SEP-2003)

* Identifying and interacting with suppliers for pricing and product related information.
* Punching Local Purchase Orders(LPO).
* Intimating suppliers, by faxing the LPO’s. assembling and submitting complete invoice sets to the accounts

department (Invoice/ LPO/receiving reports/ Purchase request Copies).

* Maintaining copies of LPO’s and other relevant documents.

# E-Funds International – India

Customer Service Executive (MAR-2001 TO JUN-2002)

* Handled calls for US based products for customers in the US, UKand Canada.
* Taking down Credit Card and Cheque information forpayments relating to the products and services.
* Handled CustomerService inquires and also dealt with various complaints related tothe products,

soughtout solutions, and handed them to respectivesections.

**Simplex Electrical– India**

Store Supervisor (JAN-1998 TO FEB-2001)

* Direct sales relating to electrical equipment, mobile phones andaccessories.
* Handled queries relating to the products, prepared thedaily sales report.
* Maintained supplier accounts and Balance sheets for the store.

**Education**

* **Post Graduate Diploma in Business Management.**

Narsee Monjee Institute of Management Studies-Distance Learning, Mumbai, India.

(Expected graduation July 2018)

* **Bachelor of Commerce (B.COM)**

University of Mumbai, Mumbai, India (1997).

**Technical Qualifications**

* **Flight Operations Management.**

Emirates Aviation College, Dubai, UAE (2008).

Holding a valid GCAA Flight Dispatcher License.

**Other Qualifications**

* Certificate course in Logistics and SCM from The Career Institute.
* Cargo Handling Foundation Course from EmiratesAviationCollege.
* Dangerous Goods Acceptance and Handling Course from EmiratesAviationCollege.
* Special load handling and Live Animals Regulations from Emirates Aviation College.
* Basic Aviation Security Course (Level 1) from Emirates Aviation College.
* Cargo Discrepancy and Unit Loading Device Handling Awareness coursefrom EmiratesAviationCollege.
* Computer Courses from NIIT –India in Computer Overview, Windows, Computer Concepts, Local Area Network, MS Office (Word, Excel,PowerPoint), Emerging Trends, Multimedia Internet and Personal Quality Management.
* Personality Development Course from St AndrewsCollege.

**Personal Particulars**

* Date of Birth: 02 September 1975.
* Languages: English and Hindi.
* Nationality: Indian.
* Marital Status: Married.
* Driving License: Holding a valid UAE driving license.

**Savio Miranda**