****

**THOMSON**

**THOMSON.337957@2freemail.com**

**Profile Summary**

**A passionate Training and Development Head with the ability to conduct and follow structured training programs in a charismatic and enthusiastic way. I enjoy working with all level of colleagues in a diverse environment; portray superior customer service, interpersonal, team building and conflict resolution skills.**

**Key Competencies:**

* **Customer Service Orientated.**
* **Able to work and remain calm under pressure.**
* **Attentive to Detail and Quality Efficiency.**
* **People Management & Development.**
* **Team Building; Teamwork & Leadership skills.**
* **Managing training budgets.**
* **Managing Operations.**
* **Providing Learning & Development Solutions.**
* **Content Development.**
* **Training needs Identification.**
* **Counseling.**

**Skills:**

* **Provide Training & Development Solutions as per different areas.**
* **Able to plan new training techniques as when required.**
* **Maintain & Establish relationship with clients.**
* **Resolve customer problems & complaints & to provide swift resolutions.**
* **Analyze training requirements for individuals.**
* **Prepare Project Plans & Ensure Quality Efficiency with Budget Control.**
* **Ensure that all training activities is completed correctly in order to protect Company revenue.**
* **Undertake various administrative functions and other duties as directed from time to time.**
* **Implementation of learning and development solutions to support business goals.**
* **Excellent interpersonal skills and a pleasant, outgoing personality.**
* **Ability to lead, coach, mentor and motivate staff.**
* **Proven administrative and organizational skills.**

**Qualifications:**

* **Post Graduation in Master of Business Administration (Human Resources),Mumbai**
* **Degree in Bachelor of Arts (English Literature),Kannur**
* **10+2 from Sreepuram English Medium School and Junior College, Kannur.**
* **Diploma in Aviation & Hospitality Services from Avalon Aviation Academy (Aptech Ltd.), Kochi.**

**Work Experience:**

* **Minimum of 3 years’ experience as Training & Development Head.**
* **Minimum of 5 years’ experience in Airport Ground Services including at least two years in a supervisory position.**

 **Aptech Aviation & Hospitality Academy (From 01/03/2014-Present)**

* **Conducting trainings on airline procedures, customer service, code of conduct and soft skills.**
* **Conduct trainings on Hospitality and Tourism Management.**
* **Conduct trainings on Events and Event Management.**
* **Conduct behavioral trainings.**
* **Design & Develop Learning Programs.**
* **Update Learning solutions from time to time.**
* **Talent Management & Development.**
* **Quality & Training Management.**

 **Indigo Airlines (From 02/05/2011- 28/02/2014)**

* **Check-in and Boarding.**
* **Arrivals and Passenger Handling.**
* **Baggage Makeup and Baggage Breakup.**
* **Ramp Handling & Coordinator.**
* **Flight turnaround.**
* **Ensure smooth operations.**

**Turkish Airlines (From 05/03/2010- 30/04/2011)**

* **Pre-flight work and Ticketing.**
* **Reservations and Bookings.**
* **Passenger acceptance on flight.**
* **Flight turnaround and Boarding.**
* **Post-flight and baggage services.**
* **Arrivals and passenger assistance**

 **Lufthansa German Airlines (From 04/11/2009-04/03/2010)**

* **Attending of VIP passengers and guiding them to the lounge.**
* **Checking-in of passengers to the flight.**
* **Pre-flight work and pre-checks.**
* **Arrivals and Baggage handling responsibilities.**
* **Boarding of passengers.**
* **Post-flight work and other related work.**

**Personal Details:**

* **Date of Birth : April 25,1987**
* **Height : 171cms**
* **Weight : 68kgs**
* **Vision : Normal**
* **Marital Status : Single**
* **Languages Known : English, Hindi, Marathi ,Malayalam**

 **Arabic & French (Beginner)**