

 **Renjy**

**Renjy.338764@2freemail.com**

Objective I wanted to explore myself in the field of my proficiency, with hard work and utmost sinceirity.

Experience **18 AUG2010 Till date**

 **Senior Cargo Assistant ( Cargo operations)**

* **Working as a senior cargo assistant, Taking care of all import and export sections. Control, motivate and coach teams of Cargo Assistants, Equipment Operators and Porters who are responsible for the processing and handling of cargo, mail , courier media and all associated documentation. To prepare air waybills, update airwaybill data in DACS based on the shipper's Instructions for Despatch of Goods or based on the Agents prepare air waybills &to control both import delivery and acceptance area.**
* **Monitor all landside activities including acceptance,Screening,**

**Manifesting,Import documentation/Counter,Delivery,export documentation for two terminals.**

* Capable of successfully leading teams and of prioritising under situations of extreme pressure.
* Holding a thorough knowledge on charging airlines/agents as per the tariff under regulations,processing refund process as an when required,processing of cash statements,maintain stocks and follow up/ solving discrepancies found on each records.
* Monitor on time charges updation and ensure good rappo

With the airline,police,customs and agents.

* Monitor and control upto five teams ensuring that all are performing their activities in accordance with the relevant work instructions.
* an active member of quality team & emirates special assistance team.
* Verify authority of Import customers prior to delivery being effected.Maintain quality, environmental and safety initiatives by strict compliance to relevant procedures and participation in improvement activities.
* Solve discrepancy on all activities for both import and export.
* Support the continuous improvement of Operations through personal effort, involvement and commitment.
* Understand and enthusiastically apply the quality policies.
* Provide ongoing coaching and motivation to juniors aimed at maximising productivity whilst conforming to qualitative standards.
* Assess workload and liaise with other sections and supervisors to ensure appropriate resources available.
* Carry out Dangerous Goods/Live Animal checks as required.
* Check Instructions for Despatch of Goods for accuracy and legibility and ensure signature of acceptance staff is contained thereon. Collect all relevant documentation prior to updating in system. Prepare air waybills according to the relevant airline rules and regulations.
* Liase with airline on interline and transfer details. Monitor individual performance of staffs and make sure charges credit/collection are maintained in a timely manner & proper follow up been done on irregularities.
* Update higher levels of staff’s performance and prepare staffs roaster.Solving discrepancies of both import & export sections.
* Ensure that at all times work is carried out in full compliance of the current IATA/Carrier/Country Regulations. Maintain up to date information on IATA regulations, embargo and airline restrictions.

**16 APR2008to 18 Aug2010 Freight Gate5 Dnata Emirates.**

 **Cargo assistant dnata**

* Worked as cargo assistant Taking care of export manifesting process.
* Worked in import documentation process.
* Worked as a counter staff to handle customer related issues, process Delivery order& Delivery slips.
* Worked in export counter staff to execute awbs.
* Worked as an acting SA to process FFM& uploading &action telex messages, sorting of import flights,cnee notification for awbs,making shift reports., checking the finalization of flights,ammendment on the awbs,actioning cnee requests.
* Worked as an acting SA to action loadplans,buildup lists,manifesting according to the flights within the time norms&allocations,prebuildups,liase with airline for smooth handling,actioning telex messages, UCM s,smooth handling of trucks,closing of flights&trucks,offload updation.,inventory of awbs.

 **26APR2005 to Till 15APR2007 Dubai Cargo Village(Under the sponsorship of Dulsco llc)**

 **Warehouse Assistant ( Buildup & Breakdown )**

* Direct a crew of porters and equipment operators in the build-up and breakdown of cargo, courier in accordance with the requirements of the principals whilst complying with published performance and standards.
* Direct a crew of porters and equipment operators in the acceptance and delivery of cargo from/to the customers, which requires a high degree of attentiveness and speed, at the same time ensuring a low level of defect.
* Handled clients by solving their difficulties for security clearance of their shipments.
* Exchange ideas with airline staffs for allocating the ULDS for their particular flights.
* Inspect, validate and count goods at every point of delivery, acceptance, breakdown and build-up ensuring that goods conform to relevant criteria and that they are dispatched/stored in accordance with principal’s requirements.
* Perform inventory of goods at the request of the customer, recording any deviation to the specification of the goods.
* Perform manual data capture and automated data input. This information is used to track cargo, courier and mail in addition to being the basis for assessing all charges.
* Inspect and confirm validity of all associated documentation to ensure the effective movement of all cargo.
* Liaise with government authorities such as Customs, Health or Police as required to ensure the effective movement of cargo.
* Worked as a part of the core team member of Dnata’s new Warehouse called Freight Gate 5.

 **2003 April-2004 JAN WIPRO LTD,KOTTAYAM KERALA**

Senior Sales Executive

Marketing of Wipro products.

 **2004 15 SEP 15DEC 2004 IKON TOURS& TRAVELS**

 **COUNTER STAFF**

Have done reservations for the passengers in the systems(Amadeus&Galileo)

Issuing tickets through system.

Creating online reservation for domestic and International sectors.

Handled clients from Multinational companies.

Handled passport and visa formalities

Learnings **Emirates Aviation College** **UAE**

Cargo Product Knowledge&Documentation

Dangerous goods Acceptance .

Airside load management.

Live animal regulation .

Performance Matters.

Excellence in Service: Providing Superior Customer Service.

Special Assistant Team course.

Special Load Handling.

Examining Travel Documents.

Basic Aviation Security.

Ramp Safety.

Accepting Passengers.

Introduction to cargo revenue management

Human Factors Training For Airport Operations

Environmental Management System

Aviation Security

Basic Cargo Tariff

Flight Time Limitations

Call Center: Inbound Customer Service

Cargo And Special Load Handling

Basic Aeronautics

Airside Load Management

Basics Of Aviation Security

Ramp Safety

Excellence In Service: Providing Superior Customer Service

2000-2003 CMS COLLEGE KERALA

Bachelors degree in physics

2004 MARCH SATM,ERNAKULAM, KERALA

 IATA-UFTAA Passed with distinction

 Topics handled

 World georgraphy

 Air fare and Ticketing

**2004 OCTOBER SPEEDWINGS,ERNAKULAM, KERALA**

 IATA – FIATA Passed with distinction

 Topics Handled

 Airfare and Cargo Handling

**2002 DECEMBER INFOCOM KERALA**

 POST GRADUATE DIPLOMA IN COMPUTER APPLICATION

MS WINDOWS,MS WORD,EXCEL,JAVA,VISUAL BASIC++ORACLE-SQL

Achievements Received MABROUK from DNATA for efficiently handling Ethiopian Airlines

Received certificate of appreciation for the hard work shown during the opening of dnatas new warehouse called freight gate 5.

Received NAJM for taking care of import section during busy operations.

Received NAJM In appreciation and recognition for consistent performance in FG5 Export Counter for the period of November toJanuary "2010".

Received NAJM In recognition of your dedication and support to customers the key support and ideal link between customer and operations.

Received a NAJM for being a team leader by efficiently handling Delivery area on busy operation without affecting quality and safety of Dnata.

Received a NAJM In recognition of the Quality Team Project that has been presented, accepted and implemented to have seamless FWB (Freight way bill) upload into system whereby eliminating / reducing manual data capture thus saves manhour.

Received appreciation for the important contribution made in compleating all projects and DAFZ and DWC while maintaining operations without diruptions.

Received appreciation for the excellent effort on the process of new warehouse activities in freezone.

Received Najm for excellent effort and dedication shown while supervising new department with whole team support and thereby upholding department value.

Received Najm for the Project aimed to study time norms and crew allocation for the operations

Member of Special assistance team & Quality team

Interests Body building,Reading,

Tips Sex Male

Date of Birth 01-06-1982

Language English, Malayalam, Hindi, and Tamil

Marital Status Married

Visa status Employment Visa (tranferrable)

Dangerous goods

Passport

Details

 Issued on 04 Aug 2011-03 Aug 2021

 Issued at Dubai, United Arab Emirates

I hereby declare that the above information’s are true and correct to the best of my knowledge and belief.