**CURRICULAM VITAE**



**Abu**

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**WORK EXPERIENCE**

**Jun 2015- Dec 2015**

Worked with **Basrah Ground Handling Services** as **Ramp Services Manager**

**My detailed job description and responsibilities are mentioned below**

* Responsible for day to dayAirside operations management.
* Ensuring compliance with IATA / ICAO regulations, company procedures and customer airlines procedures.
* Lead and coordinate with my subordinates for target delivery, follow and evaluate team’s performance and report them to the management.
* Conduct periodical Internal Audits of Ramp services Departments.
* Prepare and publish Regulations for Ramp operations and after approvals from the management.
* Ensure that Ramp Services units work in coordination with one another towards company goals. Organize and lead periodical coordination meetings for the realization of these goals. Provide solutions or guidance in finding solutions to encountered problems in the implementation.
* Follow up and monitor the performance of personnel in the Ramp, asses those performances, provide leadership and guidance for development of person by sharing personal experience and knowledge in this process.
* Attend various meetings with both internal and external divisions related to the operations.
* Analyze weekly, monthly work plans with the unit managers and to approve those plans. Analyze and revise resources planning according to changes in the flight schedules.
* Carry out necessary relations and to make sure that necessary relation at the station with various regulatory authorities.
* Provide contribution to the establishment and constant improvement and development of standards, policy and procedures of services provided by the company.
* Determine training needs and to plan and implement various necessary trainings.
* Part of core team along with COO, Quality and Safety Management for HIRA sessions and to follow up to mitigate the risks involved.
* Ensuring all the resources are available to ground staff , GSD, L & Trimmers, Cabin Appearance and Training staff for safe, reliable and efficient airport operations
* Ensure correctness of uplifted statistics.
* Ensure periodical audits and surveillance is carried out various areas to identify and address any issues
* Ensure that all services provided to customer airlines according to SGHA.
* Ensuring all targets set in SLA and given to us by Airport Operators is met.
* **Jun 2012 – Dec 2013**

Worked with **Group handling services south Sudan Juba** as **a Duty Officer/Load controller Operations**

* Handling the complete cross section of flight related activities to make all procedures smooth for Flight Operations.
* Coordinating & liaising with relevant Local Authorities
* Facilitate smooth arrival and departureactivities for all airlines.
* Handling work force of ground dispatchers, Load Controllers, Ramp Supervisors, GSE operators, workers, and aircraft cleaners.
* Issuing staff roster for all sections.
* Conducting in house training for freshly inducted staff
* Maintaining flight data base for company statistics.
* Assisting Operations Manager in flight operations, Management meetings and Inter Department Meetings.
* Conducting internal audits to ensure that all services rendered according to SGHA and all SLA targets met.
* Maintaining the database of trainings records and intimate and liaise with concern authorities and airlines for further renewals.

**Aug 2008 – Jun2012**

Worked with **Ras Al Kamiah International airport** as **Passenger Services Agent**

* Check in procedures
* To play a key role in allocations like check-in counter, floor walking, boarding control, arrival unit, miss handled baggage section, passenger facilitation, profiling and surveillance, X-Ray, BIS/BRS.
* Handling Delayed, Cancelled and DNB flight’s passengers, INAD/DEPORTEEpax.
* Maintained uniqueness in myservices
* Handling all kind of SKED/ NON-SKED, Commercial, Cargo, Business, VIP, VVIP, CIP, Diplomatic and Air Ambulanceflights
* Experienced on handling of Narrow bodied and light jetplanes.
* Preparation of CHARGE NOTES for ground services based on A/C types, ground time, landing charges, taxes etc. and settle accounts with financeteam
* Crew clearance and documents clearance from customs andimmigration
* Arrange General Declaration/ ground transportation for crew members andPax.
* Custom Clarence for import and exportcargo and preparing Airway bills.
* Entry of import and export documents in thesystems.
* Supervising the requirements for fueling with passengeronboard.
* Supervise all the ramp side allocations to ensure the excellent service and on time performance of theflight.
* Interact with PAX to handle security related issues as and when it isrequired.
* Supervising loading procedures and loadingincompatibilities
* Baggage reconciliation /Identification

**Apr2006 – Apr 2007**

Joined as **Traffic Assistant in Trivandrum international Airport**

* Responsible for baggage reconciliation of departure baggage and arrival baggage break up.
* Ensuring serviceable ULD is used for baggage make up.
* Ensure all authorized baggage loaded from BMA and timely released for the flights.
* Preparing Baggage summary for all the flights including ULD wise summary of all the baggage. Provide necessary information to load controllers.
* Loading of Narrow and wide Bodied Aircraft’s in accordance with LIR.
* Documentation of trip files
* Floor walking and passenger Assistance
* Pre boarding and boarding procedures
* Excess baggage ticket validations

**EDUCATIONAL QUALIFICATIONS**

* BA Arts from Kerala University in 2001.
* MCA from Anna university in 2005
* IATA/UFTA in 2006
* Computer Application and hardware and net working

**TRAININGS**

* Load control Training for A320 and B737
* Turn around Coordination
* Airside safety and security
* Airport Emergency plan
* Passenger services skills
* **DCS**:- Sita, Sabre, Evinta, Altea
* **RES**:-Amadeus , Sabre , Galileo

Seemingly I have a natural flair for the Service Industry and hard work apart from being capable of adapting to any environment.