**CURRICULUM VITAE**

**Arpana**
arpana.364530@2freemail.com

**Career objective**:

To place myself in an encouraging, dynamic and professional school, where I can learn new skills and also enhance my existing skills, which in-turn would help to improvise my work-ability and make a worthy contribution to organization’s success as well as building my career.

**Professional Experience**:

**Organization** : **FLOWER BUDS HIGH SCHOOL**, Trimulgherry, Secunderabad

**Designation** : **HIGH SCHOOL ADMIN/TEACHER**

**Duration** : **June 2014– Till Date**

A school administrator is a focal point for enquiries, and the first-point provider of information. They may be approached by staff, pupils and parents, either in person or via telephone, email or letter. As well as maintaining a high degree of professionalism, customer service and discretion, an ability to stay cool and be sympathetic is key.

**Duties and Responsibilities:**

* Write clearly and effectively about Circulation of information amongst staff, pupils and their parents.
* In addition to communicating within the school setting (staff, governors, pupils and parents), also be liaise with other institutions, external agencies and local authorities
* Coordinating the recording or collation of information from registration, absences, assessments and examinations
* Coordinating for staff meetings, meetings of school governors, and school committees and boards, with tasks including organising and circulating information about the meeting, the preparation and distribution of agendas before the meeting, and minute-taking and distribution of minutes and action points after the meeting.
* Involved in anything from booking minibuses and theatre tickets or accommodation for school trips, to selling raffle tickets, school dance tickets or helping to organise the PTA’s pie and pea supper!
* Handled all responsibilities of a class room teacher for middle school and High School.
* Effectively maintained discipline and provided classroom learning atmosphere.
* Ensured positive classroom learning atmosphere is maintained.

**Organization : SPICE JET AIRLINES**

**Designation** : **Cabin Crew Admin Coordinator**

**Duration** : Jan 2012– May 2014

The role is primarily responsible for proactive administrative support to the Cabin Crew Managers, enabling them to effectively manage crew performance by the provision of accurate data and information and working as a liaison between crew and Cabin Crew Managers (CCMs)

**Duties and Responsibilities:**

* Supervise the accommodation facilities of crew members, when established by the company.
* Supervise available ground transportation in the operation
* Keep an up-dated list of names, addresses and telephone numbers, pertinent to the Alert Plan of Crisis, readily displayed in the CCM.
* Be up-to-date with changes to the Employment Regulations Manual as well as departmental work practices so that prompt answers can be provided.
* Track and monitor crew attendance. Review complex cases with CCM, and proactively prepare for action plans as required and follow up appointments etc.
* Generate and provide administrative support and communication for incoming compliments and/ or deliver awards to crew that receive exceptional onboard performance feedback as well as ensuring crew promotion selection process is accurately updated and prompted to CCM for closure.
* To work closely with the Cabin Crew Service Centre, Staff Travel, Human Resources
* To provide administrative support to Manager Cabin Crew (MCCs) and CCMs as required
* To independently research, gather, collate and present accurate and timely data on crew performance and productivity for the CCM/MCC.
* Follow up on the welfare of the crew following Emergency Leave, Sickness, Safety incidents, ensuring their wellbeing. Maintain confidentiality of crew related information ensuring a secure work environment (open plan office, clearing printers etc).
* Respond to requests and provide guidance to crew on rostering matters, accommodation and general enquiries.

**Key Skills**

* Ability to perform all assigned tasks in a safe and timely manner.
* Ability to follow all safety standards and comply with security regulations.
* Ability and willingness to work in harmony and cooperation with others
* Ability to effectively communicate by utilizing aviation terminology when communicating with  air crew and ground personnel over approved radio frequencies

**Organization** : **KINGFISHER AIRLINES**

**Designation** : **CABIN CREW ADMIN – INTERNATIONAL/DOMESTIC**

**Duration** **: June 2006 – Dec 2011**

**Duties and Responsibilities:**

* Ensure all incidents entered in Systems are to the specified standards of the department. Ensure entries are logged under accurate headings. Incidents have to be closed accurately and in a timely manner.
* Proactively set appointments for crew in order to facilitate meetings with the CCMs and MCCs by preparing the necessary information from the following sources such as onboard appraisals, learning journal/training assessments, previous development plans, appreciation letters, disciplinary records as well as sickness/absenteeism and punctuality records.
* Keep an up-dated list of names, addresses and telephone numbers, pertinent to the Alert Plan of Crisis, readily displayed in the CCM.
* Be up-to-date with changes to the Employment Regulations Manual as well as departmental work practices so that prompt answers can be provided.
* Track and monitor crew attendance. Review complex cases with CCM, and proactively prepare for action plans as required and follow up appointments etc.
* Generate and provide administrative support and communication for incoming compliments and/ or deliver awards to crew that receive exceptional onboard performance feedback as well as ensuring crew promotion selection process is accurately updated and prompted to CCM for closure.
* Planning and organising of interviews for Crew Members involved in disciplinary matters.

**Key Skills.**

* Able to work instinctively with good initiative
* Willingness to continue my training and development.
* Ability to follow all safety standards and comply with security regulations.
* Ability and willingness to work in harmony and cooperation with others

**Education**:

* Professional Degree – Bachelor In Education , St. Mary’s College of Education, Osmania University Hyderabad.
* Graduation- Bachelor in Commerce from Loyola College – Osmania University.
* Intermediate from St. Josephs College, Trimulgherry.
* Secondary School Certificate – St. Rosy High School.

**Personal Profile:**

Name : Arpana

Date of Birth : 26th September 1985

Languages Known : English, Hindi, Tamil and Telugu

Nationality : Indian

Hobbies : Travelling, Music and Reading.

Place: HYD

Date: