**CURRICULUM VITAE**

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SUMAN

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**PERSONAL PROFILE:**

Date of Birth: 4th April 1983

Nationality: Indian

Gender: Male

Driving license: Holding Valid UAE Driving License//Dubai Airport Driving License

Languages Known: English, Hindi, Kannada and Tulu

Visa Status: Visit Visa

Visa Expiry: 25 Jan 2018

**WORK EXPERIENCE:**

**Safi Airways, Terminal-1, Dubai Airports**

**May 2015 – Jul 2017**

**Job Profile: Airport Traffic Officer, Terminal-1, Dubai Airports**

* Supervise Ramp Activities such as Offloading and Loading, Baggage Reconciliation, Baggage offloading in the case of Gate No-show alongside Dnata ALS, that they are completed before ETD.
* Attending Dubai Airports and Other Agency Meetings
* Coordinating with Dnata Flight Officer for Both Arrival and Departure Flight.
* Supervise movement of GSE (Ground Service Equipment ) in the ERA (Equipment Restrained Area)
* Supervising Check-In Counters
* Admin and Post Flight Work
* Direct, supervise and coordinate with DNATA(Ground Handling Agent)to ensure that efficient Pre-flight editing, guest and baggage check-in procedures are properly taken care of
* General handling of all luggage irregularities, liaising with customer relations department
* Direct DNATA staff in handling passengers for irregularities or invalid documents as well as dealing with excess baggage
* Monitor service standards for En-route transit guests, meals/refreshments,

Transport and ensure services provided in accordance with Safi Airways policy

* Take decisions at all times on the manner delayed flights are handled with focus in coaching DNATA on service level and performance during a regular situation using actual case studies as an example
* Communicate and liaise with Safi Airways OCC (\*Operations Control Centre)
* Ensure OTP is strictly adhered to

Kuwait Airways,**T-2, Chatrapati Shivaji International Airport, Mumbai**

Nov 2012 - Nov 2014

**Job Profile:** Customer Service Agent (CSA)

Responsibilities:

* RAMP Service Control
* Checking RAMP area for Foreign Object Debris and unmoved equipment

belonging to other Airlines.

* Responsible for maintaining the safety and security of the ramp at all times.
* Comply with all safety procedure and airline procedure.
* Liaising with Ground Support Department for dollies, tractors, transporters, and pallet loaders.
* Providing information regarding aircraft touchdown to the Traffic Department,

Liaising with Cargo Department for releasing of cargo and with Make-up Area

personnel for releasing of baggage containers and pallets.

* Providing flight chocks-on time to the Traffic Department.
* Supervision of off-loading and loading of aircraft (B-777-269, A-340-313,

A-300-605, A-310-308, A-320-200) as per LIRF.

* Checking for damaged pallets and containers during off-loading and loading to be incorporated in the FHR.
* Providing chocks-off time and Airborne time to Traffic Department.
* Check-in – Greeting passengers by name, checking travel documents.
* Baggage Make-up
* Assigning containers destination wise based on the onward flight departure schedule and passenger load (SM/ON) and supervising the baggage loading

process.

* Checking the Unit Load Device for any damage and reporting the same.
* Releasing the Unit Load Device to the concerned Bay as per instruction

received from Ramp Supervisor after Chocks-On and coordinating the same.

* While Loading Importance is given to Bags, Articles with Special Instructions

(WCHR,UM,PRIORITY BAGS,FRAGILE,HEAVY BAG)

* Coordinating with the concerned Airport Department and also Traffic

Department regarding bags which are not received but which are already

released from Check-in Counter.

* Utmost care taken while Handling Live Animal and notified to Load sheeter so

as to be notified to Captain for Release of Oxygen to Aircraft Hold.

* Baggage Break-up-Coordinating with the Ramp regarding the Release of Unit Load Device and Monitoring the Offloading so as the Priority and Special Need Bags and Articles are given Importance while being offloaded.
* Arrivals – Meet and Assist (MAAS), handling of wheelchair passengers and assisting them at the airport, PIR (Property Irregularities report – missing baggage) DPR (Damage & Pilferage report).
* Departures – Q-combing, MAAS, Transit.

Other Responsibilities include GD and Post Flight Activities.

Hindustan Aeronautics Limited, Bangalore ,Graduate Apprentice Training

Sep2009 - Sep 2010

Responsibilities:

* Worked as a Quality Inspector in Jaguar Machine Shop View Room, Aircraft Division
* Visual Inspection
* Dimension and Hardness checking of airframe parts of the Fighter Jets of

Indian Air Force.

**EDUCATION:**

Janardhan Rai Nagar Rajasthan Vidyapeeth University, Udaipur, India 2005-2008

**Bachelor in Technology Aeronautical Engineering.**

Fields of Study: Aircraft Structure, Aircraft Power Plant and System, Maintenance of Power Plant and System, Maintenance of Avionics and System.

Project submitted during final year: Digital Altimeter

**Dr. T.M.A. Pai Polytechnic Manipal, Department of Technical Education, Bangalore**

2001-2005

**Diploma in Computer Science Engineering.**

Fields of Study: Software Engineering, Java Programming, Operating System.

Project submitted during final year: Online Reservation System

Vidyanikethan Pre University College Kaup, Department of Pre University Education,

Bangalore, Karnataka 1999-2001

**Pre-University College.**

St. Mary’s High School Udupi, Karnataka Secondary Education Examination Board.

Bangalore, Karnataka. 1988-1999

**Secondary School Leaving Certificate.(SSLC)**

**ADDITIONAL QUALIFICATION:**

* Customer Service Agent (CSA) Training from Livewel Aviation Services Pvt.Ltd, Mumbai
* Airtech Aviation Services, Bangalore, Aircraft Instrument Overhaul Training.
* Center for Civil Aviation Training, New Delhi, Airbus A-300 Electrical System and Power Plant Training.