# C:\Users\indigo\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\VM1XZCA2\2017-05-16 23 00 06.png

# Komal

Email: [komal.370261@2freemail.com](mailto:komal.370261@2freemail.com)

# WORK EXPERIENCE

**September 2015- Present: Confidential (UAE)**

**Hospitality Manager and Corporate Flight Attendant**

* Developing and maintaining relationships with HR professionals and senior management.
* Generating and negotiating new business including Government Contracts.
* Ensuring services consistently meet clients’ ingoing and evolving needs.
* Tracking and maintaining all sales communications and activities in CRM Database.
* Conducts prospect sales calls both independently and jointly with BD team.
* Developing high standards of customer service, safety and security on board all aircrafts contributing to consistent service excellence.
* Assisting in the purchase of inflight cabin service amenities for specific flights ensuring it is as per customer’s preference and within assigned budget.
* Maintaining valid regulatory documents, passports and visas.
* Making recommendations for improvements in techniques and inflight procedures aapplicable.

**October 2013- August 2015**

**Punj Lloyd Aviation, New Delhi, India**

**Chief Flight attendant & Training Manager**

* Flying with Chairman on G200 and G500
* Menu design and preparation.
* Administration including hotel bookings for all crew transport arrangements.
* Stock inventory and liaison of audits on board.

**May 2013 – August 2013**

**Span Air, New Delhi, India**

**DGCA Training Manager,VVIP Flight Attendant**

* Trained on: CHALLENGER 605 as An Executive Flight crewmember.
* Designing set menus to specified passenger profiles.
* Aircraft safety, security & cleaning of aircraft interior.
* Training and mentoring crew team.

February 2011- March 2013

# Interglobe Aviation Ltd. “IndiGo”, New Delhi

**Senior Inflight Performance Auditor and HR Specialist**

* Conduct quality checks, managing performance and standards.
* Actively develop content and impart service delivery sensitivity training for Inflight Services.
* Actively participated in staff hiring for cabin operations.
* Effective monitoring of safety operations related to inflight operations-PAN INDIA
* Successful Planning and Execution of Automation of Performance Enhancement Program, to ensure optimum utilisation of manpower and finance increasing coverage by 131% with same manpower.
* Liaising with flight deck, engineers and VVIP passengers.
* On time performance, working long hours and preparing all flight performance reports within 24 hours.

# July 2007–November2010

# Emirates Airline, Dubai, United Arab Emirates

**Premium Cabin Flight Stewardess** trained on:A320,A330,B777

* Leading and motivating a team of multicultural diverse Flight Attendants
* Remaining current with Civil Aviation Regulations
* Functional lead in the implementation of company laid procedures.
* Professionally trained to operate on AED, MEDLINK and TEMPUS used to medically treat guests on board.
* Part of the SATS (Special Assistance Team Training) providing employees assistance in professional and personal crisis.

# November 2004- May 2007

# Gulf Air, The Kingdom Of Bahrain

* Business Class Cabin Crew
* Sky Nanny

**CERTIFICATIONS**

* Sky Nanny, Norland College, Bath, United Kingdom
* Disaster Management, Bahrain
* Royal Family cabin crew team, Abu Dhabi VIP crew for Formula One, Grand Prix, Abu Dhabi.
* Nujoum Leadership Programme, Dubai

**QUALIFICATIONS**

* 2011 - 2013 MBA in International Marketing and Human Resources
* 2000 - 2004 Bachelor in Interior Design