**KISHOR**
Nationality**:** Indian/single

Dubai, U.A.E
C/o-Cell: +**971503718643** | kishor.378590@2freemail.com

Fluent in English, Hindi, Konkani, kannada, Marathi

**SUMMARY/ CARIEER OBJECTIVE**

Business development professional experienced in sales management, air cargo, voice processing support,office operations and travel and tourism industry.

To make finest utilization of my knowledge and skills, utilize opportunities effectively for professional growth &will be able to adjust myself in a business and commercial environment where serious goals have to be achieved and where time is always the essence. Beside Company’s Success & Reputation will always be my first priority of my career.

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| ACCOMPLISMENTS / SKILLS |  |  |
| * Strong drive and self-motivation.
* Result orientation.
* Proactive team player with good interpersonal skills.
* Comfortable with use of ‘Outlook’/online communication tools& Microsoft office products.
* Structured communication.
* Excellent organizational and administration skills.
* Knowledge of complete general office operations.
* Skilled in managing front-desk operation.
* Excellent people skills and ability to handle multi tasks.
* Outstanding secretarial capabilities with good typing speed.
* Skilled in data entry and working with customized software.
* Strong interpersonal and customer service skills.
* Expert in liaising between staff of different departments.
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**EXPERIENCE**

**01/2016-12/2018 AirCargo Operations and sales Assistant**

- Mumbai india

* **COMPANY:** ECS (GLOBE AIR CARGO) GSSA THAI AIRWAYS INTERNATIONA (PCL) PUBLIC COMPANY LTD. AT SAHAR CARGO COMPLEX CHHATRAPATI SHIVAJI INTL AIRPORT MUMBAI.

**AIR CARGO OPERATIONS**

* KNOWLEDGE IN SKY CHAIN PRODUCTION. (CRS FOR AIR CARGO)
* BOOKING AND RESERVATION AND NOTIFY CUSTOMERS WITH ONWARD DETAILS OR ISSUES IF ANY
* COMMUNICATING INTERNALLY AND GLOBALY VIA EMAIL FOR VARIOUS REASONS /QUEIRIES.
* MONITORING GROUND MOVEMENT
* HANDLING EXPORT RELATED DOCUMENTATION
* HANDLING IMPORT PERISHABLE GOODS & MAIL
* FULL DATA CAPTURING OF EXPORT AIRWAYBILL & HAWB DATA UPDATION.
* PREPARE FLIGHT LOAD PLAN BASED ON AVAILABLE FLIGHT

**SALES**

* ADHOC FILELING OF SALES RATES OF THE SHIPMENTS.
* COMMUNICATING SET RATES TO SHIPPING AGENTS.
* DEALING WITH AWB AMENDMENTS.
* PERFORMING RATE CHECK PROCESURES.
* CONSTANTLY COLABRATING WITH SALES TEAM FOR ANY DICREPENCYS WITH THE SHIPMENTSAND BOOKING OF SHIPMENTS.

**10/ 2016 to 12/2016**

**Completed Air Cargo Service Training**

 **Air India Cargo Complex SaharIntl Airport -**Mumbai INDIA

* ULD making and breaking of shipments
* Tracking shipments through (LMS) logistic management system.
* Weighing of shipments for exports

**12/2015 to 06/2016 Tour Representative**

 **la passage to India journeys** - Goa, INDIA

* maintaining guest relations.
* welcoming & greeting guest from the airport assisting them to their respective accommodation.
* preparing itinerary for the tour & sales excursions.
* Guiding them with local attractions.
* Participated in all Indiatravel and tourism mart

**06/2015 to 11/2015 customer support executive.** (CALL CENTRE SUPPORT)

 **Andromeda BPO – TTK prestige -**Bangalore, India

* Providing effective customer support by resolving all the complaints, issues.
* Answering queries on various matters.
* Complete solution and technical support.
* Help building interest in products and services that are offered by the organization.

**01/2013 to 06/2013 OFFICE ASSISTANT**

 **SENENA SOFTWEAR TECHNOLOGIES** - GOA, INDIA

OFFICE DUTIES

* Screened & passed on calls and messages to concerned personnel.
* Greeted and made visitors comfortable processed request.
* Handled bank deposits/ checks and sent the same to the concern dept.
* Distributed deliveries & supplies to department from where requisitions were received.
* performed data entry work and handled daily petty cash
* Maintained office stationery stock

**EDUCATION**

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| 1. BACHELOR’S DEGREE IN ARTS – 2015 DR. C. V Raman University, Delhi Board (First Class)
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| 1. HSSC - March 2011- St. Theresa’s Higher Secondary, Goa Board
 |
| 1. SSC - April 2009 - Don Bosco High School, Goa Board
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**CERTIFICATIONS**

1. Diploma in international airlines & travel management, ground handling, airport ramp operations. air cargo, Galilieo basics CRS & automated ticketing course AT TRADEWINGS INSTITUTE OF MANAGEMENT – Goa india

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| --- | --- |
| * Ground Handling
 | * Galileo Basics CRS and Automated Ticketing Course
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| * Customer Service
 | * Airport Ramp Operations
 |
| * Air Cargo Services
 | * Galilieo basics
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| 2. DIPLOMA IN COMPUTER APLLICATON AT  | LIBRA COMPUTERS – GOA INDIA |
| Computer ConceptData Base Management SystemsMS Windows, Presentation Package | Spreadsheet Tally ERPWeb ConceptsWord Processing |

1. **INSTITUTE OF HOTEL MANAGEMENT CATERING TECHNOLOGY GOA**
	* Food Production Course for the Period of 3 months.

**INTEREST**: Playing Football + Cricket + video Games + Physical Exercise + Swimming +Music + Cooking.

**APPRECIATON & REFERENCES**

* Preeti Gaur Shandilya (Deputy Manager at Air India Cargo) Cont.: - +919920680829
* Prakash Rathod (Accountant at Nando’s UAE LLC) Cont.: - +971501999573