**Jatoth**



D.O.B.: 07-SEP-1992

Nationality: Indian

Location: Al – Karama, Dubai.

Email: [jatoth.384257@2freemail.com](mailto:jatoth.384257@2freemail.com)

**---------------------------------------------------------------------------------------------------------------------------------------------------**

Career Objective:

To obtain a challenging and growth oriented career in a well-established organization, where I can combine my skills and work towards the growth of the organization by constant enrichment of my knowledge.

Having around 8 Months of total Experience in Airport services Involved in Quality services, Manual Preparation, ISO Certification, Airport Service Quality survey, ImprovementPlanning, and Handling the Passengers Complaint.

**Education:**

### Masters in Aviation Law and Air Transport Management from Nalsar University, Hyderabad, India.

* Bachelors in Technology (Information Technology), CVR College of Engineering Affiliated to JNT University, Hyderabad, India.

**Professional Experience:**

* Intern in Quality Service Delivery from GMR Hyderabad International Airport, Hyderabad, India.
* **Roles and Responsibilities:** 
  + Handling Continual Improvement Projects in order to make flawless processes and to increase the revenue, Mainly in Cargo & Duty Free.
  + HandlingCustomer feedback and resolving the issues faced if any.
  + Preparing Department Service Manuals.
  + ISO Certification.
* Conducting Meetings with Every Departments regarding their processes.
* Process Mapping using MS Visio Tool.
* Preparing the entire document as per the defined format for ISO Certification.
* Conducting Internal Audits and Organizing the External Audits
  + Airport Service Quality Survey for ACI Awards.
  + Hosting the meetings with all the departments in discussion about the future growth and the current issues in the airport.

**Languages:**

* **English :** Reading, writing and speaking
* **Hindi :** Reading, writing and speaking
* **Telugu :** Reading, writing and speaking

**Specialized Skills:**

* Excellent interpersonal and communication skills.
* Multi-tasking abilities with proficiency in organizing and managing different tasks.
* Skilled in Process inspection, CIP’s.
* Ability in Terminal Inspection.

**Technical Skills:**

* MS Office
* MS Visio

# Other Interests:

* Bike Riding, Gadgets freak