**Sankeerth **

Email: [sankeerth.388155@2freemail.com](mailto:sankeerth.388155@2freemail.com)

**CUSTOMER SERVICE OPERATIONS SUPERVISOR**

Detail-oriented and accomplished customer service professional offering over 6+ years of experience in strategic decision making and operations primarily in the aviation sector. Qualified with Bachelor of Degree in computer science with in-depth knowledge of Gulf Coordination Council (GCC) rules and regulation. Expertise in directing, managing, coordinating and customer service activities. Proactive professional, adept in managing people along with an ability to work within challenging environment with various stakeholders involved in operations. Skilled in utilizing collaborative approach in work and taking accountability while meeting and exceeding performance goals and expectations. Possessing a keen eye for detail along with a strong business and commercial acumen. Expertise in providing value-added services to business ensuring profitability, consistently

**CORE COMPETENCIES**

▪ Operation Management ▪ Planning and Organising ▪ Work Allocation ▪ Health and Safety Compliance ▪ Problem Solving ▪

▪ Statutory Compliance ▪ Training and Development ▪ Risk Assessment and Management ▪ Project Reporting and Planning

▪ Asset Accountability ▪ Teamwork ▪ Communication ▪

**KEY SKILLS**

* **Planning and Organizing** –Competent in planning and organizing operations management activities and supervising the team in all aspects of operations while considering factors such as demand, supply, safety company policies and procedure. Constantly working towards streamlining and strengthening the operations department to maximize performance and profitability of organizations.
* **Team Management** –Expertise in directing all operations functions utilizing skills in supervising teams, assigning tasks and fostering a sense of ownership among members. Known for recognizing and appreciating efforts of each team member while instilling a positive working culture.
* **Customer Relationship Management** – Adept in forging healthy working relations with vendors and internal/external clients while optimizing operations within the organization.
* **Interpersonaland Communication Skills** – Excellent communicator with a proven ability to negotiate techno-commercial contracts and interact effectively with people of diverse nationalities; comfortable working in a multicultural setting.
* **Problem Solving** – Resolves in-depth queries in a methodical manner independently and with internal and external business partners to find appropriate resolutions and efficiencies, all with a high level of quality.
* **Relationship Strategy** – Sets and executes a client relationship strategy that defines which issues to focus on, which opportunities to pursue, and which individuals to invest in.
* **Languages Known** – Fluent in English, Hindi, Telugu and Tamil as well as basic understanding of Arabic, Tagalog.

**KEY ACHIEVEMENTS**

* In 2018, received Shooting Star with appreciation certificate from Dubai Airport for outstanding customer service provided during operations.
* In 2017, received Exceptional Performance Award with cash prize from Dubai Airport, Vice President of Terminal operations & Cargo, for invaluable contributing during the project ‘Lead from Front” in Dubai Airport.
* Accredited with the Certificate of appreciation from Vice President Terminal & Cargo Operation for demonstrating excellent planning and organizing skill which resulted in minimizing operation anomalies during airport disruption in 2017.
* Accredited with the Certificate of Appreciation from Group 4 Falck Service, Managing Director Facility & Aviation in recognition for stake holder contribution in 2017
* In 2016, received Exceptional Performance Award with cash prize from Dubai Airport, Vice President of Terminal operations & Cargo, with for taking care of customers and supporting business continuity during weather disruption.
* In 2016, received Certificate of Appreciation from Managing Director of Group 4 Falck Service in reorganization for exceptional work during flight disruption.
* Acknowledged by the Dubai Airport, Head of Operations Planning, for excellent commitment towards to work & demonstrating honesty towards customers in 2014.
* Accredited with the Certificate of Appreciation from Dubai Airport, Director of Terminal 3, for extraordinary service and dedication to operation.

**CAREER HISTORY**

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| **Dubai Airport, Dubai (under G4S)** |  |
| **Terminal Operations- Operation Supervisor Aug 2013– Till date** | |

* Effectively led and managing 150 staff by providing guidance as well as conducting safety briefing and meetings.
* Planned, organize and monitor all aspects of operations in coordination with various departments to ensure a smooth operation.
* Working closely with different departments, gathering information for them and seeking support at the same time towards the discharge of duties to ensure smooth operation.
* Review data on incoming flights, such as scheduled or estimated times of arrival or departure, destinations and down line station stops; and passenger manifests to plan work activities.
* Analyze reports and records of operations and inspects facilities to determine effectiveness of existing methods and procedures and physical condition of facilities plus equipment.
* Interpret and enforce company policies, procedures, and safety regulations.
* Effectively maximizing resources and upholding regular coordination with various departments.
* Familiar with troubleshooting issues through narrowing down into pieces and enforcing action.
* Prepare reports regarding accomplishments for the day and forward to management.
* Handling daily report generation and placing remarks on the same for management.
* Developed and strengthened business ties with various stakeholders.
* Raising SUSA report form on unsafe incidents

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| **Customer Service Executive** | **Sep 2011 – Aug 2013** |
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* Responding promptly to customer enquiries in person or via telephone, and email – always in professional & efficient manner.
* Assisted airport personnel in handling special situation concerning passengers with special need and oversize luggage.
* Assisted in relying airline rules about carry on and oversize luggage to passengers checking in.
* Worked with airline security to handle passengers who showed up on government no-fly list.
* Assisted airport patrons in finding various airport facilities and finding the gates they were used to board their plane.
* Often asked to handle customers who started off angry but were eventually taken care of.
* Dealing efficiently with questions and quires from customers.
* Directing request and unresolved issues to the operations supervisors.
* Keeping update with all organisational policies and procedure as well as with the relevant local, country and international laws and processes.
* Using the in-house system to record necessary information and instigate action as required.
* Maintaining up to date paper and computer based files and administrative systems.
* Handling objections professionally.

**Teacher**

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| **Sadhana High School, telangana ,India** | **September 2009 – June 2011** |

* Taught all areas of the primary curriculum
* Took responsibility for the progress of a class of primary-age pupils
* Organized the classroom and created displays to encourage a positive learning environment
* Planned, prepared and presented lessons that cater the needs of the whole ability range within the class
* Motivated pupils with enthusiastic, imaginative presentation
* Maintained discipline in accordance with the school's procedures and encouraging good practice about punctuality, behaviour, standards of work and homework
* ensured effective teaching and best use of available time

**Document Writer**

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| **ravi associates, TELANGANA, India** | **May 2007 – June 2009** |

* Produced information about products in a variety of formats, from instruction manuals to help desk materials
* Contributed on the layout and design of the document particularly regarding diagrams that support the step-by-step instruction written
* Responsible for all aspects of the document, or be part of a team and performed duties reliably to get the project completed on time
* Able to handle complex transactional language

**EDUCATIONAL QUALIFICATIONS**

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| **Bachelor of Degree in Computer Science |** Kakatiya University, Telangana, India. | **Sep 2006– June 2010** |

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| **Board of Intermediate |** Racharla Junior college, Telangana, India. | **Jan 2003–Apr 2006** |

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| **Secondary School |** Zilla Parishath High School, Telangana, India. | **May 2002–Jun 2003** |

**PROFESSIONAL CREDENTIALS**

* Fire Evacuation/ Fire warden Training-Airport Fire Service, U.A.E,2017
* Hospitality Hero Training- Dubai Airport, U.A.E,2017
* Fire Evacuation/ Fire warden Training-Airport Fire Service, U.A.E,2017
* Fire Extinguisher Training- Airport Learning & Development, U.A.E,2017
* Medic First Aid Training Programme- Dubai Airport, U.A.E,2016
* Aviation Security Awareness Workshop- Dubai Airport, U.A.E,2016
* Service Flair Programme- Dubai Airport, U.A.E,2016
* Fire Safety Fundamentals and Proper Use of Fire Extinguishers Course-Emirates Academy, U.A.E,2016
* Airport Service Programme 1-Dubai Airport, U.A.E,2015
* Automatic Passenger Mover(APM)Full Failure Training- Dubai Airport, U.A.E,2014
* Customer Service Training – Dubai Airport, U.A.E 2011
* Basic Security Training – G4S -Dubai, U.A.E 2011.

**COMPUTER SKILLS**

* Well-versed with MS Office Suite (Word, Excel & PowerPoint) and Internet Applications.

**PERSONAL INFORMATION**

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| **Nationality:** Indian |  |
| **Marital Status:** Single |  |