**CURRICULUM VITAE**

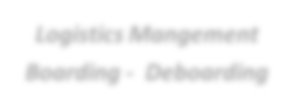
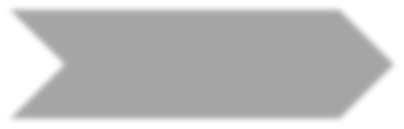
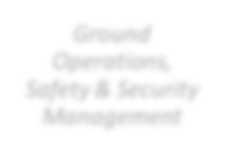
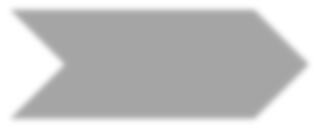
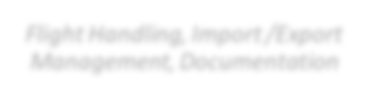
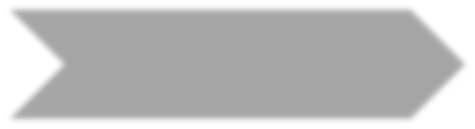
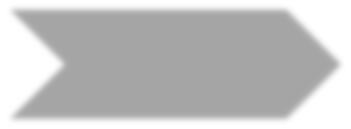
**Pradeep**

**Email:** [**pradeep.389926@2freemail.com**](mailto:pradeep.389926@2freemail.com)

**CAREER OBJECTIVE**



Secure a responsible career opportunity, where I can fully utilize my Airport Ground Handling and Cargo Assistant Experience, while making a significant contribution to the success of my employer.



***Logistics Management***

***Boarding - Deboarding***

*Ground*

*Operations, Safety & Security Management*

*Flight Handling, Import /Export*

*Management, Documentation*

*Special Cargo*

*Handling, Ramp*

*Operations*

**CAREER SUMMARY**

 Friendly, diligent airline professional with **5+ years** of experience in airline ground handling & Air freight operations.

 Well acquainted with IATA and DGR rules & regulations and possess sound knowledge of export build-up & import breakdown, handling & loading capacity of all types of cargo & cargo (freighters) aircrafts.

 Deft in serving the airline as primary customer in building ULD’s for their passenger and cargo carriers as per their instruction mentioned in the load plan and taking safety measures for handling special cargo - DGR, VAL & PER.

 Strong competency and excellent commercial approach to calmly handle cancelled, delayed flights and crisis situations resulting in constructive outcomes.

 Polite and respectful individual who has a track record of assisting passengers of all ages and resolving complaints in a timely and amicable manner.

 Hands-on experience in checking passengers, answering inquiries, weighing baggage, issuing tickets, providing boarding passes and luggage labels.

 Excellent ability to establish and maintain constructive relationships with ground personnel and flight crews ensuring compliance with all procedures and policies.

 Specialized in many aviation courses like DGR Regulation CAT 7, 8, 10 cargo & special loading, licensed in logistic equipment, aviation safety & security training, the fundamentals of human factors training.

 Keen planner and farsighted with strengths to perceive beyond obvious. Result driven and focused with immaculate work habits, man- management, time management and leadership skills.



**EMPLOYMENT EXPERIENCE**

**Dubai International Airport-Dubai Airport Free Zone** **Jul 2014 – Jul 2018**

# Cargo Agent- Dnata Cargo (Transguard Group)

## Job Description:

* Possess experience in freighter & passenger flight build up & breakdown and successfully manage the transport of outgoing and incoming load and cargo shipments from aircraft.
* Impart great contribution in Export & Import ramp operation and handling general cargo & other DGR cargo as per DGR handling practice.
* Assume total accountability for acceptance and delivery documentation, procedures & Embargo as per airline.
* Accountable for briefing/debriefing on various issues such as procedures, policies, incidents and any other promotional activities taking place to ensure smooth operation.
* Ensure awareness in safety & security as per management policies for self & colleagues.
* Responsible for process delivery of imported cargo, assisting consignees for cargo requiring for custom inspection and coordinating with consignees till the cargo is delivered.
* Direct and assist the team of Porters and Equipment Operators as required in cargo handling e.g., build-up and breakdown, acceptance and delivery, and documentation of cargo, courier and mail, in accordance with the requirements of the principals whilst complying with published performance standards.
* Ensure a high degree of customer service, attentiveness, speed & control error rates whilst maintaining consistency in service standards.
* Inspect, validate relevant documentation and count goods at every point of delivery\acceptance, breakdown\build-up ensuring that goods conform to relevant criteria and that they are dispatched / stored in accordance with standard work procedures.

**Bangalore International Airport Jun 2012 to Dec 2012**

# Customer Service Agent-Ramp Agent-Indigo Airlines

## Job Description:

* Responsible for handling all ground operations at the airport for check-in, boarding gate, baggage and ramp handling.
* Judiciously controlled as directed, flight-handling activities such as flight editing, check-in, transfers, boarding, etc., in order to ensure a high service standard.
* Actively responsible for meeting and greeting customers, escorting and queue combing duties as required.
* Proficiently handled guest requests and concerns promptly and with courtesy.

**Mumbai International Airport Nov 2011 to May 2012**

# Customer Service Agent-Livewel Aviation

## Job Description:

* Responsible for handling all ground operations at the airport for baggage and ramp handling.
* Actively responsible for meeting and greeting customers, escorting and queue combing duties as required.
* Proficiently handled guest requests and concerns promptly and with courtesy.

**EDUCATION & CREDENTIAL**



**BSc in Aviation**

Nehru College of Aeronautics & Applied Sciences - 2011



**TRAINING**

**Emirates Aviation College – Training**

* Dangerous Goods regulations - Cargo Operations - CAT 7, 8 & 10
* Cargo & special load handling
* Aviation safety & security training.
* Licensed in operating logistic equipment.
* Fundamentals of human factors training.

**SPECIAL SKILLS**

**Languages:**

English, Hindi, Tamil & Malayalam

**IT Skills:**

Microsoft office, DACS+

**Strength:**

**Client Service** - Ability to respond to the clients and anticipate their needs.

**Document Use** - Ability to use and understand documents.

**Excellent Communication** - Can use language effectively to gather information and facilitate the exchange of ideas. **Flexibility** - Ability to adapt to changes while keeping focus on goals and apply knowledge to new circumstances.

**Creative Thinking** - Ability to look outside the box and develop new strategies.

**Oral Communication** - Skilled in oral communication and can express oneself in conversations and when addressing an audience/customers. Can organize ideas, including summarizing, and explain them concisely.