

**Soovi**

***Office Management/ HR Management***

Profile Summary

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| Versatile, Dynamic and Service-oriented professional offering formal education, valuable training, skills and attributes for a rewarding role in the domains of Airport Operations, Ground Transportations Operations, Air Cargo Operations and Customer Service. Sound knowledge of Federal, State and Local rules and regulations of airfield operations, methods used in airline scheduling, aircraft ramp operation procedures and aircraft characteristics. Possess knowledge of Aviation vocabulary used in airport operations, Principles of airport communications and dispatch, and Gate management software systems. Acquired the ability to follow operations policies, procedures, standards, including safety procedures/policies for the handling of hazardous cargo material, and ensure compliance with transport regulations. Possess excellent analytical, problem-solving, coordination, communication and interpersonal skills. Seeks a solid career foundation within Airport, Airline & Aviation Industry which offers challenging and broad training to use and develop skills.    **Strenght & Skills** |  | |
| * Accomplished MBA in Aviation Management - Dubai * Knowledgeable with Airline and Airport Procedures * Principles of airport communications and dispatch * Adept of rules & regulations of airfield operations * Familiar with safety and security in aviation | | * Competency in Airport and Ground Operations * Aviation vocabulary used in airport operations * Excellent Planning, Organizing & Time management * Capabilities to Multi-task and meet tight deadlines * Self-starter-quick learner-flexible personality | |
| Educational Background   * **MBA in Aviation Management –***Emirates Aviation University, Dubai, UAE* **Oct 2016 – Oct 2019**   *Coventry University, UK*  Internship  **Project Management**   * Successfully completed a project on Denver International Airport Automated Baggage Handling System. Gained an ideal example of project failure due to a lack of vision and improper planning.   **Airline Operation**   * Analysis and discussion on the demise of Pan Am and the emergence of Emirates. The project gave a deep knowledge about the micro and macro-environment factors of the industry.   **Aviation Strategy**   * A strategic plan on Turkish Airlines that made an in-depth knowledge about the importanceof planning a strategy. | | |
| Core Competency | | |

**Airport Operations Assistant**

* Monitor and reviews commercial air carries schedule to determine aircraft gate and parking availability in order to prevent conflicts in gate assignments; resolves scheduling conflicts.
* Provide air carriers, tenants and Airport staff with charter schedules and gate utilization charts that indicate expected flight arrival and departure times, type of aircraft and destination.
* Meet with Station Managers to discuss their schedules and/or changes in operation to resolve scheduling conflicts and to develop both long and short-range gate schedules.
* Receive and review charter flight requests from charter air carriers; provides gate assignments for charter flights. Create links, update and allocates flights via an automated assignment system.
* Keep Manager on Duty (MOD) informed of changes in aircraft arrival and departure times based on information received from the airlines or ground support companies.
* Obtain updated flight information from the airlines, based on need or as directed by the Manager on Duty; relays updated gate assignment changes to airlines as directed by the MOD.
* Research and assembles information from a variety of sources for the completion of forms, the preparation of reports or to provide the most accurate and timely responses as possible.
* Respond to inquiries regarding specific departmental projects; handles complaints from internal and external customers as effectively as possible.
* Prepare written documents and procedures, as needed, for Airside Operations daily activities. Manage projects related to Airside operations.

**Ground Transportation Operations Assistant**

* Assist in the regulation of all modes of transportation at the International Airport, which include airport taxicabs, limousines, shared-ride shuttles, charter buses and ride share network companies pursuant to the Code of Ordinance and in accordance with Public Safety and Driver Services.
* Inspect all Ground Transportation areas and facilities to assure safety, security, and the efficiency of operations and the expeditious flow of pedestrian and vehicular traffic.
* Ensure that a variety of regulated and permitted modes of transportation options are readily available for the travelling public.
* Ability to provide optimum customer service satisfaction in assisting the airport's customers with their desired mode of transportation request.
* Patrol respective Ground Transportation areas, ensuring that authorized permitted companies and contractors are in compliance with all rules and regulations and operate and/or perform their duties in a safe and efficient manner.
* Frequently check to ensure that all commercial vehicles accessing the Ground Transportation areas of operation possess a current decal and are providing service in designated areas.
* Check for documentation from non-permit holders, such as to permit cards or letter of authorization of approved pickup.
* Ensure that authorized employees and drivers visibly display a company issued I.D. Badge while on airport property.

**Air/Freight Cargo Operator**

* Oversee day to day operational and service-related issues and provide feedback and action required. Escalate issues to the Air Freight manager that cannot be resolved in a timely manner.
* Receive pre-alerts/routing orders/bookings from a customer’s network and sales. Coordinate with the origin station/Customer support for any discrepancy on shipping documents.
* Monitor ATA/ETA with airlines/forwarders and ensure freight has arrived as per schedule.
* Coordinate with clients regarding freight clearance instruction, type of Bill Of Entry and prepare documentation for customs clearance.Ensure on line bill of entries are processed on time.
* Make sure import arrival notices are dispatched to clients well in advance.
* Prepare and follow up on all documents. Coordinate with a transporter to ensure that the cargo is delivered
* Follow up with the customers for the original documents and inform the customer of shipment status.
* Coordinate with a clearance team for the collection of delivery orders from Airlines.
* Ensure complete documents (as per requirements) are handed over to customs clearance.
* Coordinate with Transport Department/Vendors for delivery of shipments/proof of delivery.
* Relay information to origin offices if shipment not cleared within 2 days.
* Coordinate with third parties, sales and finance to meet operational requirements. Resolve issues regarding cargo shortage/ damage/ claims. Ensure that all job files are maintained.
* Receive cash/cheque from customers in regard to clearance shipment/delivery order collection and accounting the same to Finance.

Other Qualification

* **Bachelor's Degree of Science –***Calicut University, Jubilee Mission college, Kerala, India* **2007 – 2012**

Dissertation

**Dissertation Topic – Is there a bright future for the industry with wings?**

* Objective: To inspect the Aviation in the past 30 years in the industry; and analyse and predict the future.
* Interviewed different Managers from various sections of Airline industry like Airport Terminal Manager, Cargo Manager, LCC’s Manager, and Regional Manager to understand extensively about the industry.

I.T Skills

* Proficient in MS Office application (Word, Excel, PowerPoint, Email applications & Internet).

Personal Details

Nationality : India

Date of Birth : 22nd December 1989

Marital Status : Single

Languages : English, Hindi, Malayalam

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