

NAVKIRAN KAUR

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NEW YORK, NY

PROFESSIONAL SUMMARY

Client-focused travel and airline operations professional with 5+ years of experience in customer engagement, ground operations, and high-net-worth client servicing. Currently serving as Duty Manager at JFK for Air India, leading premium client experiences, team operations, and cross-department coordination. Skilled in onboarding and relationship management, CRM systems, and process optimization to exceed client expectations. Adept at cultivating client loyalty through personalized travel solutions, operational efficiency, and proactive issue resolution.

CORE COMPETENCIES

Client Engagement	Developing relationships with key decision-makers in target organizations and establishing tie-ups for business development.
Operational Leadership	Supervising airport operations and control centre operations in coordination with various departments.
Conflict Resolution	Ensuring continuous interaction with the customer and vendor to make sure that area of concern can be worked upon for improved service levels.
Aviation Operations	Identifying improvement areas, implementing measures to maximize customer satisfaction levels.
CRM System Team	Ensuring customer satisfaction by responding to customer queries, achieving service quality norms.
Management	Recruiting, leading, monitoring the team members to ensure efficiency in process operations and meeting of individual & group targets.
Scheduling	

CAREER EXPERIENCE

Air India – Duty Manager, JFK International Airport
New York, NY | Aug 2023 – Present

- Manage and oversee daily flight operations for premium and high-value clients, ensuring seamless onboarding and exceptional service delivery.
- Conduct client consultations and follow-ups, capturing preferences in CRM systems to personalize travel experiences.
- Supervise ground staff, scheduling, and check-in/gate operations while maintaining compliance with aviation safety and SLA standards.

- Build strong client relationships, resolving escalations and ensuring satisfaction among high-net-worth travelers.
- Drive efficiency and service excellence by streamlining procedures and supporting cross-functional collaboration. Jetway – Account Manager (Air India)

Jetway – Customer Service Supervisor (Air Serbia)

JFK, NY | 2019 – 2021

- Assisted passengers with international travel requirements, documentation, and boarding procedures.
- Supported unaccompanied minors, special-needs passengers, and lost baggage tracking.
- Ensured smooth passenger flow while maintaining service excellence.

RF CUNY – IT Intern

Manhattan, NY | 2021 – 2022

- Troubleshoot hardware/software issues in coordination with DOE Help Center.
- Configured wireless devices for DOE networks and supported technical operations.

Education

Bachelor of Computer Science – Hunter College, City University of New York

Certifications

Google IT Support

Cybersecurity Fundamentals

Technical Skills

MS Office Suite (Excel, Word, PowerPoint)

Amadeus, Sabre, ARD Web, LIASON

Programming: C++, HTML, CSS, JavaScript, Python