

# KUMAR RAHUL



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📍 LIG 293, Janta row house Quarter no:48, Adityapur-Jamshedpur -Jharkhand.

## SKILLS

1:Leadership skills.  
2:Organisational skills.  
3:Approachable. 4:Customer Service skills. 5:Decision-making skills. 6:Responsible. 7:Multi-tasking. 8:Time management.



## OBJECTIVE

To work in an environment which encourages me to succeed and grow professionally where I can utilize my skills and knowledge appropriately.



## EXPERIENCE

### ASM

15-10-2020 - Till date

Hindustan Carry Bag .

- Responsible for developing sales programs that maximize sales from the assigned accounts to the target accounts.
- Overseeing and conducting market research to develop and implement sales initiatives, developing and implementing sales strategies and product knowledge.
- Establishing, maintaining and expanding your customer base.
- Increasing business opportunities through various routes to market.
- Guiding, training and providing development opportunities for staff members. Communicating regularly with vendors, customers and clients.
- Setting reasonable sales targets to be achieved by the sales team.
- Utilizing outbound telephone calls, email communications, and face-to-face meetings with customers to close sales.

- Responsible for taking corrective actions, either to address hazards and/or errors identified through reporting or from other sources, or in response to events, such as accidents and incidents.
- Responsible for ensuring compliance with both regulatory and internal requirements.
- Issuance, maintenance and retention of all operational documents as per laid down procedures in this cargo manual.
- Liaise with direct clients.
- Monitor external service providers as per SLA.
- Gather market information on new techniques/ processes and competition.
- Updating of mark trend / (confidential reports) on handling information/ facilities.
- Liaise closely with AOCS to maximize upliftment and utilization of available space / underload of aircraft.
- Establish and maintain close relationship with internal and external authorities who have direct impact on business.
- Assign responsibilities to other team members and monitor their performance.
- Cost control through maximum utilization of available resources and cross utilization of resources.
- Maintain co-ordination with ground support department for effective utilization of resources.
- Compliance and maintenance of safety / security / operation standards and ensuring implementation of company's norms.
- Optimizing customer satisfaction by improving operational efficiency.
- Co-ordinate with the Customs department for offloading, inspection and documentation/certification of all incoming cargo.

- Co-ordinate with the airport authorities/ custom officials to ensure necessary documentation and clearance in case of discrepancies.
- Handle notices of customs.
- Responsible for understanding and meeting client requirements.
- Monitor flight handling of export/ import cargo
- Responsible for reducing ground time in case of late coming of the flight. Ensure quick turnaround procedures are followed, cargo loading/ unloading is carried out smoothly under effective supervision and control.

### **Cargo Sales & Operations.**

10-5-2014 - 10-3-2016

Cambata Aviation

- 1:Dealing with the movemnt of international shipment.
- 2:Load shipments, belongings, or materials.
- 3:Calculate load weights for different aircraft compartments, using charts and computer.
- 4:Calculate weights, volumes or other characteristics of materials.
- 5:Direct ground crews in the loading, unloading, securing, or staging of aircraft cargo or baggage.
- 6:Direct material handling or moving activities.
- 7:Determine the quantity and orientation of cargo and compute an aircraft's center of gravity.
- 8:Calculate weights, volumes or other characteristics of materials.
- 9:Accompany aircraft as a member of the flight crew to monitor and handle cargo in flight.
- 10:Monitor cargo area conditions.

## Process Associates

20-04-2013 - 10-5-2014

Interglobe Technologies pvt ltd

1: Coordinate with internal and external clients and provide assistance on phone and resolved all queries.

2: manage everyday work activities and informed supervisor appropriately.

3: Administer and collect all metrics on processes and identify data points to improve all process.

4: Monitor all data entry operations and ensure compliance to time frame.

5: Ensure and maintain effective professional relationships with staff.

6: Perform quality check assessment on all processes of various associates.

7: Coordinates with team members and ensure achievement of all team objectives and goals.

8: Analyze all issues of internal and external clients and provide effective resolutions for same.



## EDUCATION

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**MBA Logistics & Supply Chain**

2021

UPSE/Dehardun University

B+

**BBA**

2012

DSMS/West Bengal University

B+



## PROJECTS

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**Fabrication & Erection ( Shivanand Construction company)**

1: Looking after workers Query regarding payment or any other issue.

2: Arrange training & Issuing gate pass for workers.

3 . Making payments.

4. Dealing with Engineering Team regarding the work progress at site.

5: Making the financial report monthly wise.



## ACHIEVEMENTS & AWARDS

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1: I had given been given over achiever continuously in my previous organization through out my duration of 4 years. • 2:I had cleared the DG programs issued by IATA. • 3:I come up with new ideas for the organization that improved the things. • 4:Been complimented by our supervisor or co-workers. • 5:Identified a problem and solved it.