Ashok Parmar

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Summary

I am Ashok Parmar. Seeking an opportunity for a professional association in a competitive yet challenging environment. Spearheading the organization in maintaining high service standards in a manner that contributes positively to organizational goals & hence personal growth.

Developing result-oriented operations and management with vast experience of more than a decade heading all the departments with example with onboarding, developing, motivating, and building high-performance teams that consistently produce upward growth for the organization & self-individual.

Retaining the best clients & the best available talents in the organization by understanding their expectations and conveying their best possible future growth with the organization. Helping the organization in implementing policies, and strategies to operate the brand, internal & external customers to follow the highest possible standards.

Experience

Head – Sales & Operations Africa, Asia, and Middle East

(Sales & Marketing, Execution & Operation, HR & Training, and Supply Chain)

The CONNPLEX Smart Theatre by VCS Industries Limited

Jul 2020 - Present (1 year 6 months +)

- Responsible for Sales & Marketing, Executions & Operations, HR & Training, and Supply Chain.
- Sales, Promotions & integration of multi-screen theaters in Commercial Buildings, hotels, and Clubs.
- Built/ Creation of the Miniplexes, Multiplexes, Sky-inn Theatres, Downtown theatre projects, and home theater projects in the entiremiddle east.
- Liaisoning with Builders, Investors, and Government bodies smooth operation within TAT. Liaisoning with Producers, and Distributor channels for Movies, Projection rights, and Finance share. Liasoning with brands for advertisements, and promotional events. Liasoning with Clients for Conceptualized/ Custom/ Tailor-made Home theaters in Villas, Mansions, Weekend homes & Beach houses.
- Leading the team for all various planning, promotions, and projects.
- Final Checks of Completion, tests, Training of all departments, Training for all Equipment's and HACCP, Behavioral, Attire/ Dressings, Basic Communication, Service to the Viewers, Inauguration events.
- Supply Chain including but not limited to Ordering of equipment's, F&B Raw Material, Disposable.
- Keeping a close eye on Operations, Checks & Audits of existing Franchisees, and their profitability.

Safety Trainer

Freelancer- Self-employed

Sep 2019 - Jul 2020 (11 months)

Provide Online & Practical training to future aviators of Ahmedabad, Rajkot & Surat.

- Airport Management: Educate about each Ins and Out of Airport operations, different allocations, and handling process.
- Passenger Facilitation: Train Passenger Handling, Soft skills, Body language, and Empathy for special assistance passengers, Disruptive/ Unruly Passengers, Handling Scheduled, Re-scheduled, Delayed, and canceled flights.
- RAMP Safety: Do's & Don'ts of RAMP, Signages and Signals, Handling Equipment's, Marshaling of the Aircraft.

• Safety Management System:
1. Hazard Identification - Anticipate and Prevent incidents & Accidents to ensure safety across the Airport.
2. Effective Reporting System – Reporting of each flaw & drawbacks timely to identify risks & process risk assessment.
3. Ensure Compliance – Comply with the Aircraft Operator, Airport Operator, and Government Agencies rules, Regulations & Protocols.

Airport Operations Manager
SpiceJet Limited

Jun 2017 - Jul 2019 (2 years 2 months)
• Passenger Facilitation
• Coordinate & liaise with stakeholders (Other Airlines / Customs/ Immigrations / CISF) for seamless passenger processing (both arrival / departure).
• Support Airport manager in planning and executing the smooth flow of VIPs/ dignitaries through the terminal.
• Terminal Infrastructure
• Inspect all areas of the Terminal building regularly, Note and give corrective action/ suggestions for noncompliance as necessary
• Conduct routine audits/ surveys of Service & Equipment inside Terminal and on TARMAC, initiate corrective actions if needed
• Managing Airport day to day aspects
• Planning daily manpower Company & GHA due to sudden increase of flights, optimum utilization of resources and manpower.
• Monitoring the revenue targets and providing opportunities and resources to Duty officers for achievingbusiness class, semi economy & excess luggage targets

Airport Operations Manager
SpiceJet Limited

Jun 2017 - Jul 2019 (2 years 2 months)
• Resource Management: Ensure optimal usage and availability of airport infrastructure (Check-in counters, PESC zone, Immigration counters, CUSS, BHS, etc.) Real-time coordination with concerneddepartment in case of break down or inconsistency of Airline/ airport infrastructure as per the fallbackprocedures.
• Passenger Facilitation: Coordinate & liaise with stakeholders (Other Airlines/ Customs/ Immigrations/ CISF) for seamless passenger processing (both arrival/ departure). Support Airport manager in planning and executing the smooth flow of VIPs / dignitaries through the terminal.
• Stakeholder Management: Act as interface between AAI or Airport operators, Customs, Immigration, CISF, and other Airlines for tactical operations in line with the standards defined.
• Terminal Infrastructure: Inspect all areas of the Terminal building regularly, Note and give corrective action/ suggestions for noncompliance as necessary Conduct routine audits/ surveys of Service & Equipment's inside Terminal and on TARMAC, initiate corrective actions if needed Interim Domestic & International Departure Terminal Will be responsible to independently handle the Interim Domestic & International Departure Terminal operations.
• Handling emergencies: Interaction with Passengers/ stakeholders during any disruption/ inconvenience and update the same to Terminal Manager. Activate Teams according to the local ERP.
• Process Improvement: Evaluate the process flow at all areas and come up with innovative ideas /

technological interventions that would lead to process improvement. Responsible for Analysis of Reports and dashboard to investigate trends, predict patterns and discover insights.

• Training: Train and mentor new joiners for deployment in the shift by imparting familiarization sessionspertaining to Terminal Operations. Imbibe the culture of Passenger is Prime among all the Company Payroll/ outsourced staff including blue-collar for enhanced Passenger experience, & POSH foremployees.

Airport Operations Supervisor
SpiceJet Limited
Apr 2015 - Jun 2017 (2 years 3 months)
• Responsible for entire shift operations.
• Supervise and control staff responsible for reservation, ticketing, check-in, and handling passengerqueries.
• Troubleshoot identified problems and ensure maximum on-time performance.
• Motivate staff by counseling and effectively optimizing available resources.
• Maintain the office decorum and integrity of staff or internal customers.

Airport Operations Sr. C.S.E
SpiceJet Limited
Apr 2013 - Apr 2015 (2 years 1 month)

Airport Operations C.S.E.
SpiceJet Limited
Jun 2010 - Apr 2013 (2 years 11 months)

Airport Operations TR. C.S.E.
SpiceJet Limited
Feb 2009 - Jun 2010 (1 year 5 months)

Education

Jaipur National University
Master of Business Administration - MBA, HR
2018 - 2020

NATIONAL EDUCATION MANAGEMENT
POST DIPLOMA IN BUSINESS ADMINISTRATION, Business Administration and Management, General
2006 - 2009

International Institute of Flying Staff

Diploma, Aviation/Airway Management, and Operations

2008 - 2008

Diploma in Aviation, Hospitality and Travel Management, Aviation, Hospitality, and TravelIndustry

Gujarat State Technical Examination Board

higher secondary, commerce

2001 - 2003

Gujarat State Technical Examination Board

High School Diploma with technical subjects, Technical

1997 - 2001

Skills

- Customer Experience
- Flight Safety
- Aviation Security
- Aviation
- Safety Management System
- RAMP Safety
- Flight Operation
- Human Factor
- Human Resources
- Sales
- Marketing
- Creation
- Executions
- Operations
- Trainings
- Supply Chain
- Purchase
- Auditing