

Expert planner and communicator who meets deadlines and adapts to service demand. Possesses fantastic spatial awareness and understanding of logistical management principles. Uses resources strategically to maximize capacity and deliver on key targets. Detail-orientated individual, adept at making critical decisions, managing deadlines, and conducting team reviews. With expertise in Load and trim, customer service, and operations.

EXPERIENCE

Executive – Load and Trim (AOCS), Interglobe Aviation 19/09/2023 – Present

- ❖ Load Planning:
 - Analyzing flight schedules, passenger counts, cargo loads, and fuel requirements to determine the optimal distribution of weight and balance for each flight.
 - Calculating the total weight of passengers, baggage, cargo, and fuel to ensure compliance with aircraft weight limitations and performance parameters.
- ❖ Trim Calculation:
 - Determine the center of gravity (CG) and ensure it falls within the allowable limits specified by the aircraft manufacturer.
 - Calculating the required trim settings or adjustments to maintain stability and control during all phases of flight.
- ❖ Cargo Management:
 - Coordinating the loading and unloading of cargo, including freight, mail, and special shipments, under safety regulations and operational requirements.
 - Ensuring proper stowage and securing of cargo to prevent shifting during flight and maintain the aircraft's center of gravity within acceptable limits.
- ❖ Passenger Handling:
 - Verifying passenger counts and seat assignments to ensure accurate weight distribution and compliance with seating restrictions.
- ❖ Communication and Coordination:
 - Collaborating with flight operations, ground handling teams, and other departments to coordinate load and trim activities and resolve any issues or discrepancies.
 - Communicating with pilots and flight crew to provide load and trim data, updates, and any relevant operational information.
- ❖ Safety and Compliance:

- Adhering to regulatory requirements, company policies, and industry best practices related to load planning, weight and balance calculations, and aircraft loading procedures.
- Conducting pre-flight inspections and checks to verify the accuracy of load and trim calculations and ensure that all safety measures are followed.
- ❖ Documentation and Record-Keeping:
 - Maintaining accurate records of load manifests, trim sheets, fuel calculations, and other relevant documentation for each flight.
 - Generating reports and data analysis to track performance metrics, identify trends, and support continuous improvement initiatives.
- ❖ Emergency Response:
 - Participating in emergency response procedures and drills to handle situations such as aircraft emergencies, diversions, or unplanned changes to flight operations.
 - Providing support to flight crew and ground personnel in managing emergencies related to weight and balance issues.
- ❖ Training and Development:
 - Staying current with industry developments, regulatory changes, and technological advancements related to load planning and aircraft weight and balance systems.
 - Participating in training programs and continuing education activities to enhance knowledge and skills in load and trim operations.

Customer Care Representative, Admiral Solutions 01/02/2023-08/09/2023

- ❖ Built rapport with customers through courteous and professional communications.
- ❖ Addressed customer service enquires quickly and accurately.
- ❖ Guaranteed first-class customer service, enthusiastically anticipating and catering to customer needs and requirements.
- ❖ Oversaw customer account inquiries, accurately providing information to resolve service complaints and guarantee customer satisfaction.
- ❖ Assisted customers with product-related questions, feedback, and complaints.
- ❖ Maximized customer satisfaction by resolving service issues promptly.
- ❖ Assisted in fulfilment of customer queries and complaints via calls and send email when required.

Franchisee Partner, Talent Corner HR services Ahmedabad Gujarat 30/05/2022 – 31/01/2023

- ❖ Recruitment Planning: Developing and implementing recruitment strategies aligned with the organization's goals and workforce needs. This involves forecasting hiring needs, understanding job requirements, and budgeting for recruitment activities.
- ❖ Job Analysis and Description: Working with hiring managers to create accurate job descriptions outlining job duties, responsibilities, qualifications, and necessary skills.

This helps attract suitable candidates and sets clear expectations for the role.

- ❖ **Sourcing Candidates:** Utilizing various sourcing methods such as job boards, social media, employee referrals, networking, and recruiting agencies to attract qualified candidates. This also involves proactively seeking out passive candidates who may not be actively looking for jobs.
- ❖ **Screening and Selection:** Reviewing resumes, conducting initial screenings, and assessing candidates' qualifications, skills, and experience to determine their fit for the position. Coordinating and conducting interviews with hiring managers and team members to evaluate candidates further.
- ❖ **Interview Coordination:** Scheduling and coordinating interviews between candidates and interviewers, ensuring a smooth and efficient process for both parties involved.
- ❖ **Candidate Assessment:** Administering assessments or tests as needed to evaluate candidates' competencies, technical skills, or personality traits relevant to the job.
- ❖ **Offer Management:** Extending job offers to selected candidates, negotiating terms of employment, and ensuring compliance with company policies, employment laws, and regulations.

Senior Process Associate, TCS Tata Consultancy Services, Ahmedabad, Gujarat 04/08/2021-28/10/2022

- ❖ Performed in-depth process reviews, analyses, and evaluations to aid continual evolution and growth.
- ❖ Conducted deep check for the policy documents received and set up payment as per requirement.
- ❖ A thorough inspection of documents to collect missing details for applications.
- ❖ Performed daily maintenance of the policy database
- ❖ **Process Execution:** Executing specific tasks or processes as per defined procedures or guidelines. This could involve data entry, document processing, customer support, order processing, or other operational tasks.
- ❖ **Quality Assurance:** Ensuring accuracy and quality in the completion of assigned tasks or processes. This may involve performing quality checks, reviewing work for errors or inconsistencies, and making necessary corrections or adjustments.
- ❖ **Documentation and Reporting:** Maintaining accurate records, logs, or documentation related to assigned tasks or processes. This includes recording transactions, updating databases, generating reports, or tracking key performance indicators (KPIs).
- ❖ **Communication:** Collaborating with team members, supervisors, and other stakeholders to coordinate work activities, share information, and provide updates on progress or issues. Effective communication skills are essential for clarifying instructions, seeking

assistance, and ensuring alignment with organizational goals.

- ❖ Training and Development: Participating in training sessions or on-the-job coaching to develop and enhance skills related to assigned tasks or processes. This involved, mastering specific procedures, or improving efficiency and productivity.
- ❖ Process Improvement: Identifying opportunities for process improvement or optimization to enhance efficiency, accuracy, or customer satisfaction. This could involve suggesting changes to existing procedures, implementing best practices, or contributing ideas for innovation.
- ❖ Time Management: Prioritizing tasks, managing workloads, and meeting deadlines effectively. This includes organizing work activities, allocating time efficiently, and adapting to changing priorities as required.
- ❖ Continuous Learning: Staying updated on industry trends, best practices, and relevant developments to enhance job knowledge and skills. This may involve self-directed learning, attending training sessions, or pursuing professional certifications or qualifications.

Customer Service Executive RAMP, Interglobe Aviation, AOCS 03/2017- 10/2020

- ❖ Load and trim certified for airbus A320/321 and ATR.
- ❖ Prepare trims for Airbus A320/321 and ATR, responsible for overall on-ground flight operations TAT.
- ❖ Given Loading instructions into aircraft holds, handling specialist and oversized equipment appropriately to maintain condition.
- ❖ Make sure all safety and security SOPs are followed.
- ❖ Conduct pre-flight and post-flight briefings and weekly sessions for helpers to ensure all staff are updated about safety SOPs.
- ❖ Coordinated ground crew activity to maintain timely, efficient task completion.
- ❖ Sorted outbound customer baggage into accurate locations for correct transportation and loading.
- ❖ Achieved specified luggage turnaround times to limit delays and maintain schedule efficiency.
- ❖ Maximized utilization of space in hold compartments and staging areas with proper organization and attention to cargo types.
- ❖ Used different communication channels and devices to convey time-critical information.
- ❖ Determined freight loading sequence for maximum storage of goods.
- ❖ Maintained excellent team relationships by helping colleagues during IROPS.
- ❖ Handle check-ins, boarding, and arrivals as well.
- ❖ Ensure all manual trims in the office are updated.
- ❖ Avsec Certified.

- ❖ Searched passengers, hand luggage and hold luggage manually, assessing for security breaches and removing items in violation of terms.
- ❖ Performed rigorous vehicle, cargo and aircraft assessments to verify safe access and operation.
- ❖ Collaborated with operational and support staff to maintain security while flight operations.

SKILL SETS:

- Airline policy implementation ● Baggage handling requirements
- Load weight calculation ● Airfield safety
- Aircraft Scheduling ● Multi-tasking
- Problem-solving Knowledge of Navitarie and Go now
- Good communication skills ● Team leadership
- Process optimization ● Leadership
- Customer needs analysis ● Quick learner
- Energetic work ethic ● Team Work skills
- Flexibility and adapt ability ● Decision making skills
- Self-motivated ● Responsible
- Particular about following SOPs
- Goal oriented
- Can work well under pressure

EDUCATION:

2022 MBA, Production-Operations management and HR Shubharti University (distance learning)

2018 B.COM Vinayaka University, (distance learning)

2013 12th, Science Infocity Junior Sci. college , Gandhinagar, GJ

2011 Holy Angels' Convent School 10th , Bharuch, GJ

Graduation Bsc Drop out, Ahmedabad

LANGUAGES:

Mother tongue: Hindi

Languages Known: English, Hindi, Gujarati