

Professional Summary

Results-driven Aviation Professional with 12+ years of experience in managing operations, leading teams, and driving process improvements. Proven track record of enhancing efficiency and reducing costs. Skilled in Tally ERP and workshop management.

Professional Experience

Director of Aviation Operations (AV09)

Inazuma.co | January 2020 - Present

Senior Operations Manager (AV07)

SkyPilot Inc. | June 2018 - December 2019

Key Achievements:

- Reduced operational costs by 15% through process optimization
- Improved on-time departure rate by 25% through effective team management

Responsibilities:

- Managed daily flight operations
- Coordinated with maintenance teams for aircraft upkeep

Operations Coordinator (AV05)

FlyTech Solutions | March 2015 - May 2018

Key Achievements:

- Successfully implemented a new flight scheduling system, reducing errors by 30%
- Enhanced customer satisfaction ratings by 20% through improved communication

Responsibilities:

- Assisted in flight planning and coordination
- Provided support for operational audits

Junior Operations Officer (AV03)

Aviation Services Ltd. | January 2012 - February 2015

Key Achievements:

- Consistently met or exceeded performance targets for on-time arrivals
- Contributed to the development of a new operational manual

Responsibilities:

- Supported the operations team in daily tasks
- Participated in safety and quality assurance initiatives

Education

Bachelor of Science in Aviation Management

Embry-Riddle Aeronautical University | December 2011

Technical Skills

Software:

- Tally ERP

Operational:

- Workshops
- Flight Operations Management
- Aircraft Maintenance Coordination

Soft Skills:

- Leadership
- Team Management
- Process Improvement
- Communication