

Professional Summary

Results-driven Aviation Management professional with an MBA degree, leveraging expertise in HR Shared Services, Data & Analytics, and Integrated Services to drive operational excellence. Proven track record of enhancing customer satisfaction and achieving organizational goals.

Professional Experience

Head of HR Shared Services - Aviation

Inazuma.co | January 2020 - Present

HR Shared Services Specialist - Aviation

GoAir (India) Pvt LTD | June 2018 - December 2019

Key Achievements:

- Improved HR service delivery time by 30% through process streamlining
- Developed and implemented a data analytics dashboard, enhancing HR decision-making by 25%

Responsibilities:

- Provided HR support to aviation teams across India
- Analyzed HR data to inform business strategies

HR Generalist

Aviation Solutions Inc. | January 2016 - May 2018

Key Achievements:

- Successfully coordinated a company-wide restructuring, ensuring minimal disruption to operations
- Enhanced employee engagement by 40% through the introduction of new wellness programs

Responsibilities:

- Handled full-cycle recruitment for various aviation roles
- Administered employee benefits and payroll

HR Coordinator

Skybound Airlines | August 2014 - December 2015

Key Achievements:

- Assisted in the development of an employee handbook, aligning with aviation industry standards
- Coordinated training sessions for new hires, resulting in a 20% reduction in onboarding time

Responsibilities:

- Supported the HR team in daily operations
- Maintained accurate employee records

Education

Master of Business Administration (MBA) in Aviation Management
Embry-Riddle Aeronautical University | 2014

Technical Skills

Management:

- Strategic Planning
- Team Leadership
- Change Management

Data & Analytics:

- Data Visualization (Tableau, Power BI)
- Statistical Analysis (SPSS, R)
- HR Analytics

Customer Service:

- Customer Relationship Management (CRM) Software
- Conflict Resolution
- Service Quality Improvement

Software Proficiency:

- Microsoft Office Suite
- Google Workspace
- HRIS Systems (Workday, BambooHR)