

## 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