



# KIRAN KUMAR

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Date of Birth: 15-08-1982  
Passport No: P1912733  
PAN No: AAOPE2527J  
Qualifications: BTech – ECE  
Overall Experience: 17+ Years  
Notice Period: Within 15 Days.

## TECHNICAL SKILLS

- Design tools: MS Visio
- Prototyping: Balsamiq & Azure
- Data Visualizations: Power BI & Tableau
- Project Management Tool: Jira
- Database: SQL

## EXTRA CURRICULAR ACTIVITIES

- Received 1<sup>st</sup> Prize for chess Competition in Pydah College of Engineering & Technology.
- Received 2<sup>nd</sup> Prize for All India Camel Color Contest.
- Received an award from Marriott as The Unsung Hero of Year 2019

- I'm writing to express my interest at your esteemed organization and I am certain that my level of knowledge fits well with the obligations described in your job description since I have over 17 + years of experience.
- Throughout my career, I have worked in various industries, including Food, Aviation, Hotel, and Manufacturing. This diverse industry exposure has provided me with a comprehensive understanding of how different businesses operate and the unique challenges they face.
- I have been involved in setting up 4 start-ups, such as WTS-World Techno Solutions in Visakhapatnam, Delhi International Airport, Hyderabad International Airport, Britannia in Hyderabad.
- I have worked on various projects and am proficient in both Waterfall and Agile Scrum methodologies.
- Dealing Regulators
- Manage Day to Day Ops
- Team Management
- Project Management
- Audit & Cost savings
- End-user Support
- System Implementation
- Contract Negotiations
- Developing Products
- Enterprise Analysis
- Stakeholder Analysis
- Elicitation Techniques
- Prioritization techniques
- Draw Use case, Activity Diagrams
- Creating User Stories
- Business Case Doc
- Business Requirement Doc
- Functional Requirement Doc
- Software Req Specification Doc
- Requirement Traceability Doc
- Obtaining Signoff on UAT

## CERTIFICATIONS

- Certified Business Analyst [IIBA - EEP]: 12311544503
- Microsoft Certified Systems Administrator (MCSA 2003), MCP ID: 5551999
- Implementing and Managing Microsoft Exchange Server  
License CANDIDATE ID: SR2709271, SITE NO: IIH73, REGISTRATION: OD6SYD5744, SCORE: 94%
- Implementing, Managing, and maintaining a Microsoft Windows Server Network Infrastructure  
License CANDIDATE ID: SR2709271, SITE NO: IIH73, REGISTRATION: OD6SYD521E, SCORE: 84%
- Installing, Configuring and Administering Microsoft Windows XP Professional  
License CANDIDATE ID: SR2709271, SITE NO: IIH73, REGISTRATION: OD4SYD557C, SCORE: 93.6%
- Managing and maintaining a Microsoft Server Environment  
License CANDIDATE ID: SR2709271, SITE NO: IIH73, REGISTRATION: OD4SYD55BE, SCORE: 84.2%
- Successfully completed training of Hardware, Software & Networking, MCSE, CCNA, CCNP, Exchange Server at ZOOM Technologies-Hyderabad, Microsoft .Net (C#.Net, Asp.Net and Sql Server) at Webpros Solutions Pvt. Ltd-Visakhapatnam.
- I have done B-Tech Degree in Electronics and Communications Engineering from Pydah College of Engineering and Technology, which is affiliated to J.N.T.U.

## WORK EXPERIENCE

SL.NO	NAME OF THE ORGANISATION	DESIGNATION	FROM	TO
1	WTS - World Techno Solutions	Project Head	10-07-2020	Till Date
2	Marriott International (Fairfield by Marriott)	Specialist	13-04-2018	06-07-2020
3	Delhi international Airport (Cambata Aviation Pvt. Ltd.)	Manager	01-04-2012	30-11-2016
4	Delhi international Airport (Cambata Aviation Pvt. Ltd.)	Duty Manager - IT	16-12-2010	31-03-2012
5	Hyderabad international Airport (Menzies BGHS Pvt. Ltd.)	Executive - IT	24-12-2007	30-11-2010
6	Britannia (Daily Bread Gourmet Food India Pvt. Ltd.)	Executive - IT	31-07-2007	31-12-2007
7	Star computers (Recognized by A.P. State Board.)	System Administrator – IT	05-12-2005	25-06-2007
8	Star computers (Recognized by A.P. State Board.)	System Engineer - IT	04-06-2001	25-07-2002

### WTS World Techno Solutions

### Principal Consultant – Project Head

WTS World Techno Solutions is a forward-thinking technology company that specializes in providing cutting-edge solutions to a diverse range of industries. With a strong focus on innovation and client satisfaction, WTS World Techno Solutions has earned a reputation for delivering high-quality products and services. Leveraging a team of skilled professionals and a passion for staying at the forefront of technological advancements, the company is dedicated to driving progress and helping clients achieve their goals in today's rapidly evolving digital landscape. ([www.worldtechnosolutions.com](http://www.worldtechnosolutions.com)).

**Description:** I was given the responsibility to handle the projects.

### **Roles and Responsibilities: -**

- Coordinate internal resources and third parties/vendors for the flawless execution of projects. Ensure that all projects are delivered on-time, within scope & within budget.
- Developing project scopes and objectives, involving all relevant stakeholders, and ensuring technical feasibility.
- Develop a detailed project plan to track progress.
- Use appropriate verification techniques to manage changes in project scope, schedule and costs.
- Measure project performance using appropriate systems, tools and techniques Report and escalate to management as needed.
- Manage the relationship with the client and all stakeholders.
- Create and maintain comprehensive project documentation.
- Oversee the company's fiscal activity, including budgeting, reporting, and auditing.
- Work with senior stakeholders, chief financial officer, chief information officer, and other executives.
- Work with the executive board to determine values and mission, and plan for short and long-term goals.
- Identify and address problems and opportunities for the company.
- Oversee the day-to-day operation of the company. Interacted with the stakeholders and gathered requirements by using various elicitation techniques.
- Created user stories with appropriate acceptance criteria with the assistance of Product Owner. Added user stories into product backlog using JIRA tool.
- Prioritized and validated the requirements using Moscow and FURPS technique, added user stories to sprint backlog based on prioritization order.
- Collaborated with Product Owner and Scrum team for BV and CP.
- Participated in sprint planning meeting, sprint review meeting, daily stand- up meeting, and Sprint retrospective meeting to remove road blocks in the project.
- Generated Sprint, Product Burn down/Burn up charts to track the project progress Using JIRA tool.
- Participated in product planning and UAT to successfully deliver each sprint component.
- Working on government projects has provided me with valuable experience in coordinating and collaborating with diverse teams, ensuring effective communication and seamless project delivery. Our excellent service as evidenced by numerous surveys from satisfied clients like Naval Science & Technological Laboratory, Defence Research and Development Organization, Government of India, Ministry of Defence, showcases our commitment to excellence.

### **MARRIOTT INTERNATIONAL (Fairfield by Marriott, Visakhapatnam)**

### **Specialist**

*Dedicated professional with a successful track record at Marriott International, a global leader in hospitality. Proven expertise in delivering top-tier guest experiences while upholding the brand's reputation for excellence. Adept at collaborating within diverse teams and maintaining the highest standards of service, contributing to the overall success of the organization ([www.cambataavia.com](http://www.cambataavia.com)).*

**Description:** Managed guest services and operations at Marriott International, ensuring exceptional customer experiences and efficient daily functions. Leveraged strong communication and problem-solving skills to address guest inquiries and resolve issues promptly. Contributed to a collaborative team environment focused on upholding Marriott's high service standards. Demonstrated adaptability and multitasking abilities within a fast-paced hospitality setting.

### **Roles and Responsibilities: -**

Opera, Shawman, GXP (Guest Experience Platform), Medallia (Guest Voice), Birch Street (Material Control), Sun System, Tiger TMS Call Accounting, PABX System, Alif Payroll Sytem, Reivernet (Wireless Communication, routing and switching), Door Lock Systems (RFID, Vanguard), CCTV, Samsotech (Passport Scanner).

### **DELHI INTERNATIONAL AIRPORT (CAMBATA AVIATION PVT. LTD.)**

### **Manager – IT**

*Cambata Aviation is the only totally independent provider of Passenger, Ramp and Cargo activities in India. Cambata Aviation Private Limited is a Private incorporated on 17 February 1954. Cambata is now the largest independent Ground Handling provider in India with some 7,000 employees across its locations ([www.cambataavia.com](http://www.cambataavia.com)).*

**Description:** I was given the responsibility for **Delhi International Airport** to launch and maintain complete IT. I was responsible for all the branches (AIRPORT – Terminal 3 & Terminal 1D, Cargo, Bay81 and Head Office) IT activities i.e., design, Installation, Configuration & maintenance of Complete IT. Also, providing support to multiple remote locations of CAPL stations (BOM, MAA, AMD & PNQ). Total IT SAVINGS to IT Dept. done by me to Cambata Aviation Pvt. Ltd. is 31, 87, 837.00/-.

### **Roles and Responsibilities: -**

- Design, implementation, and transition of Airport projects for multiple global airports.
- Successful in transitioning an IT systems glitch-free opening and operations for 2 Airport terminal buildings in three years. Reduced inventories by 35%
- Member of the senior executive team defining key strategic business objectives and leveraging IT's capabilities.
- Global relationships with top senior officials of various technology and aviation organizations.
- Develop and implement plans with the executive management team for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of organization.
- Responsible for directing Application Development, Technical Infrastructure, Operational activities.
- Responsible for asset management, software services, vendor management and budgeting.
- Direct implementation and execution of new and/or upgraded information systems via defined plans including procedures,

deadlines, and accountability.

- Conducted Enterprise analysis and prepared Business case document (BCD), Conducted Stakeholder analysis and prepared RACI matrix.
- Gathering Requirements from Business heads using Elicitation Techniques and Prepared Business Requirements Document (BRD) and translated Business requirements into Functional requirements Document (FRD)
- Collaborated with technical team and prepared Software Requirement Specification Document.
- Created UML Diagrams and Prototypes and wire frames to describe the requirements visually using tools Balsamiq, MS Visio, Axure. Assisted the development team in understanding Use Case Specifications.
- Created and maintained RTM throughout the project.
- Assisted testing in preparing test cases from use cases and ensured the UAT is successful.
- Evaluate and implement IT procedures and equipment for maximum efficiency and cost containment.
- Reports of all IT Activities/Records: All details of complaint requests, resource requests, inventory maintenance, third party services and users satisfaction survey will save in database, so that management can access from any location with any device to view the reports in list wise or chart wise.
- Consulting computer users to ascertain needs and to ensure that facilities meet user or project requirements.
- Producing high performance and team-work based culture to support reduction of costs up to 40%, with 100% SLA.

## **HYDERABAD INTERNATIONAL AIRPORT (MENZIES BGHS PVT. LTD.)**

### **Executive – IT**

*Menzies Bobba Ground Handling Services is a joint venture company of Menzies Aviation and Bobba Group. Menzies Bobba Ground Handling Services has been broadly covers passenger handling and ramp handling including cabin cleaning. Menzies Aviation and Bobba Group, a joint venture company has been awarded cargo handling licence at the new Bangalore International Airport. ( <http://www.menziesbobba-ghs.com/>)*

**Description:** Menzies Network is one of the significant criteria for IT Operations which enables Menzies Ground Handling (MGH) applications like RSMS, SUN, Vision, SITA, eMAC, MAPS and World Tracer at both AIRPORT Terminal Building and GSE Building. Seniors was given me the responsibility to launch and maintain the new Hyderabad AIRPORT terminal (GMR) and Admin Building for complete IT.

#### **Roles and Responsibilities: -**

- Planned, monitored, and let IT operations and ensured maximum productivity
- Prepared budget for the IT department and built effective IT organizational structure
- Identified business opportunities and optimized technology infrastructure
- Negotiated with stakeholders and convinced them in investing in new projects
- Developed and implemented effective policies and procedure for the information technology department
- Supervised information systems and enhanced communication network
- Design, Installation, & Maintenance of Complete IT Infrastructure at both Terminal Building & GSE Building.
- Installing and configuring operating systems XP/Win7/2003/2007.
- Configuring and Maintaining Client Systems.
- Configuring and Maintaining CITRIX and accessing different application like RSMS, SUN, World Tracer, SITA.
- Loading software's and Applications for Airline Trainings to configure the systems for Training and stayed along with them to troubleshoot systems
- Configuring and Maintaining File Permissions and Profiles.
- Configuring and maintaining the Printers, Photocopiers and All in one Printers, Dot Matrix Printers...etc. like (HP Office Jet 5610, LaserJet P3000n, Canon Image Runner 3300 Series Printer, TVS 250 Dot Matrix Printer) & Sharing Printer to all Systems.
- Configuring and Maintaining OUTLOOK and adding signatures and taking Back-Up's
- Maintaining UPS (UNISCAN Power System 6KVA & Liebert 60KVA)
- Working with Cisco IP Phones 7941, 7911, Walky-talky of Motorola MTP850 TETRA Hand portable Terminal. & Data Projector (Sony).
- Configuring and maintaining Access Control Reader & Time Keeper attendance.
- Working with Fiber Optic Cable & Data Cable, Data Patch Cable, Fiber Patch Cable.
- Solving minor troubles through mobile for our PTB Associates
- Installation, Configuration, Maintenance and troubleshooting of hardware and Software. Solving Client / Server Connectivity Problems.

## **BRITANNIA (DAILY BREAD GOURMET FOOD INDIA PVT. LTD.)**

### **Executive – IT**

*Daily Bread, a sought after premium confectionary brand present in Bangalore is a fully owned subsidiary of Britannia Industries Pvt. Ltd. With a true niche baker's heart, we are on the path to be a leading gourmet food bakery café chain. With a team of expert chefs who specialize in trail blazing innovation and adding their artistic flair to every product that comes out of our production unit they deliver extraordinary culinary experiences, everyday. ([www.dailybread.co.in](http://www.dailybread.co.in))*

**Description:** I was given the responsibility to launch and maintain Hyderabad station.

#### **Roles and Responsibilities: -**

- Design, Installation, Configuration & Maintenance of Network based on Microsoft Windows 2000/2003 including Microsoft Active Directory.
- Installing and configuring operating systems 98/XP/2000.
- Creating and Managing Users and Groups
- Configuring and Maintaining File Permissions and Profiles.
- Configuring and Maintaining Offline Files and Scripts.
- Configuring Group Policy Objects for efficient administration of users and resources.
- Installation, Configuring & Maintenance of Critical Network Services Including Microsoft DNS Service, Microsoft Dynamic Host Configuration Protocol (DHCP) Services.
- Configuring Dial-up (Sanchara Net & Net One through EPABX or directly) & Broadband Connection & Data Card.

- Daily Taking Backups (User State Backup, System State Backup)
- Configuring Printers like (HP Office jet Pro L7580, LaserJet P30005) and Sharing Printer to all Systems.
- Configuring and Maintaining OUTLOOK and adding signatures and taking Back-Up's
- Working with Bar Code Machine (TOSHIBA THERMAL PRINTER TEC-B-SA4-TM SERIES).
- Working and maintaining EPABX (SAMSUNG IDCS OS 100) System.
- Installation, Configuration, Maintenance and troubleshooting of hardware and Software.

## STAR COMPUTERS (Recognized by A.P. State Board.)

## System Administrator

### Roles and Responsibilities: -

- Served as main focal point, dealt with all IT-related matters for the organization.
- Supervised system troubleshooting, backups, database, and system recovery. Provided expert IT support to customer base – Handled every technical query. Responsibly handled queries related to customer issues.
- Resolved IT help desk issues efficiently – Helped with timely recovery of valuable data in cases of software disaster.
- Resolved critical technical issues pertaining to System Performance, Viruses, Spyware and Spam related issues.
- Minimized computer crashes, Network & Internet Connectivity related issues, Application Conflicts & System Bugs.
- Developed departmental help manuals to assist staff with IT issues. Motivated employees facing problems in IT areas

## STAR COMPUTERS (Recognized by A.P. State Board.)

## System Engineer

### Roles and Responsibilities: -

- Assembling the hardware, Software Installation and Configuration, Virus Detection, Scanning & Removing, Trouble shooting.
- Installation of Client & Server Windows Operating System.
- Active Directory, Member Server/Client and User Management, Permissions, Profiles.
- Roles of Active Directory, Group Policies, DNS Server, DHCP Server.
- IIS – Web Server, IIS – FTP Server, Routing & Remote Access Services, Win Deployment Services, Disk Management, Backup.

## PROJECTS

### 1. Manpower Services & E-commerce Cleaning Products

Industry: Any

Type: Website

**PROJECT SCOPE:** Led the development of a multifunctional website that encompassed both a static section highlighting comprehensive manpower services and an integrated e-commerce platform for cleaning products.

**KEY RESPONSIBILITIES:** Directed the seamless integration of a static section showcasing the company's manpower services and an interactive e-commerce platform for cleaning products.

Collaborated with designers and developers to create a user-friendly interface that seamlessly transitioned between the static and e-commerce sections.

Oversaw the implementation of a secure payment gateway for online transactions within the e-commerce section.

**KEY FEATURES IMPLEMENTED:** Manpower Services Section: Orchestrated dedicated segments highlighting the range of workforce solutions offered, client testimonials, and case studies.

Cleaning Products E-commerce: Led the design of an intuitive e-commerce platform featuring an extensive product catalog, user-friendly navigation, and secure checkout process.

Contact and Inquiry Mechanism: Ensured the inclusion of contact forms and inquiry options across both sections to facilitate communication.

**RESULTS:** The multifunctional website provided users with a seamless experience, allowing them to explore manpower services and easily transition to purchasing cleaning products within the same platform.

**OVERALL IMPACT:** As Project Head, successfully managed the integration of both the static and e-commerce sections within a single website. The project's success facilitated efficient client engagement for both manpower solutions and cleaning product purchases, contributing to increased business growth and customer satisfaction.

### 2. HELPDESK

Industry: Any

Type: Application

A source of technical support for hardware or software, Help desks are staffed by people who can either solve the problem directly or forward the problem to concern team. Helpdesk software provides the means to log in problems and track them until solved. Help desk software must be able to effectively support all the possible paths that a service request may follow from start to completion.

#### Helpdesk is categorized as mentioned below:

- 2.1 TRAININGS:** The purpose of the online training program is to provide employees with the knowledge and tools necessary to reduce the risks associated with their work responsibilities to the lowest possible level. Online trainings have both facility i.e., videos (presented through cartoons and illustrations) & text.
- 2.2 IT POLICY ACCEPTANCE:** To avoid any breaches by user, we collect IT policy acceptance by user through helpdesk. So, every user should accept the IT Policy Acceptance after completion of online trainings. Users are not authorized to access any IT asset until the IT Policy Acceptance. If the terms of this policy are breached by any user, then this may result in disciplinary action will be taken by senior authority of Customer.
- 2.3 COMPLAINT REQUEST:** A source of technical onsite support for hardware or software, Help desks (HD) are staffed by people (Technical Support Officers) who will resolve the complaints raised by users. Users should register a complaint for any IT



related issues to get support from IT dept. Complaint request also having a facility to auto fill all the options for the general issues by single click. Helpdesk provides the means to log in problems and track them until solved. Help desk must be able to effectively support all the possible paths that a service request may follow from start to completion.

- 2.4 RESOURCE REQUEST** (Any Requirement of hardware or software): If there is any new requirement of IT hardware or software, user should fill and submit the Resource Request form by online or manual. This request will auto forward to recommending and approval authority via helpdesk and email. Approval authority can approve this request through online/manual/email.
- 2.5 INVENTORY MAINTENANCE:** All the IT Assets will be recorded in helpdesk i.e., each asset details of requestor, vendor, product, commercial & user handover details including signature. These details will be helpful to management to act for any issues related to the asset. Inventory Maintenance is a combination of user asset details and store asset details.
- 2.6 USER SATISFACTION SURVEY:** Every quarter, In order to improve the IT services, we offer, we would appreciate a few seconds of user's time to provide us valuable feedback. User's inputs will help us to achieve world class services to you.
- 2.7 REPORTS:** All the details of Complaint Request, Resource Request, Inventory Maintenance & Third-Party services will save in Database. So, management can view all the reports in list wise or chart wise at helpdesk as per convenience. Helpdesk generates an auto email to the user for every activity of Complaint/Resource Request. Every month, helpdesk generates an auto e-mail to management by providing summary details of complaints / resource request which are new pending & closed).

### 3. Delhi International Airport T3. New Delhi, India

- Project delivery, integration, and implementation
- Airlines network, desktop, applications, and general support.
- Stakeholder Coordination, training, advice, and project review.
- Management of the IT systems integration Built & lead team.
- Develop and implement plans with the executive management team for the operational infrastructure of systems, processes, and personnel designed to accommodate the rapid growth objectives of organization.
- Responsible for directing Application Development, Technical Infrastructure, Operational activities.
- Directs tactical and operational IT provisioning infrastructure to support the company's goals.
- Responsible for asset management, software services, vendor management and budgeting.
- Evaluate and implement IT procedures and equipment for maximum efficiency and cost containment.

### 4. GROUND HANDLERS

**Industry: Aviation**

**Type: Website**

#### PROJECT SCOPE:

Led the development of a ground handlers aviation static website, focusing on providing essential information and establishing an online presence within the aviation sector.

**KEY RESPONSIBILITIES:** Directed a cross-functional team to create a user-friendly platform that effectively communicated ground handling services and operational processes.

Strategically designed the website to serve as a communication bridge between ground handling providers and potential clients.

**NOTABLE ACHIEVEMENTS:** Ensured the website aligned with the company's brand identity, projecting professionalism, reliability, and commitment to quality ground handling services.

**KEY FEATURES IMPLEMENTED:** Services Overview: Orchestrated dedicated sections showcasing diverse ground handling services offered to airlines and aviation clients.

Contact Information: Strategically included essential contact details to facilitate inquiries and client engagement.

About Us: Oversaw the creation of an engaging "About Us" page, reinforcing the company's history, expertise, and core values.

Results: The website's responsive design, intuitive navigation, and clear communication enhanced user experience and engagement.

**OVERALL IMPACT:** As Project Head, successfully guided the project from concept to execution, resulting in a dynamic ground handlers aviation static website that effectively showcased the company's capabilities and professionalism.

### 5. Safety Maintenance System

**Industry: Aviation**

**Type: Application**

**SCOPE:** The Scope of the project is an intranet-linked database system to communicate incident/accident reports/details. The success of a centralized safety culture depends upon the method of capturing safety issues at the front line, ensuring that not a single incident, accident or near-miss is uncaptured for and to ensure an appropriate investigation is carried out at station level where necessary.

#### CONCENTRATION ON

- Personal Injuries
- Aircraft Damages
- Emergency response
- Security Awareness
- Avoiding the cost of carelessness

#### TYPES OF INCIDENTS

- Personal Injury/Incidents
- Aircraft Damage/Incidents
- GSE/Vehicle Damage/Incidents
- Property Damage (Fixtures & Building)
- Security Incidents

#### FEATURES:

- It has many security features, permissions in each activity.
- Creates new User account instantly.

- Password Encryption/Decryption to protect the privacy.
- Change password easily and safely.
- Login Recovery utility to recover the lost password and it will be sent to user's E-mail ID.
- Changing Account Settings.
- Menu on Master page based on Role wise
- Validating user input.
- The user id must be at least 4 and max 10 characters and must not already be in use. The user must re-enter the password to make sure they entered it correctly.
- If the input field is blank, displays an asterisk (\*) where the control is positioned
- Checks for the sort of information, as well as ZIP codes, phone numbers, and e-mail addresses.
- Makes sure the password re-entry field matches the password
- Graphical representation of complete reports status according to station wise as well as combination of all stations.
- Sending E-mails to the Management after adding the incident
- Sending REMINDER to the safety Department until INVESTIGATION is CLOSED.
- Generating reports in the format of PDF File.
- Providing complete user guide, manuals, and videos to the user like online help

## 6. LIVE Operation Of Complete Ground Handling Services      Industry: Aviation      Type: Video

The success of Ground Handling Complete Live Airport Operation has been well-documented as video. The goal of our Complete Ground Handling Operation videos is to help educate you on the latest innovations. So that you know exactly what to expect from operation including recovery time, costs, and pain management.

The Documented video-based training program is intended to replace the traditional training, which is primarily dependent on performing live airport operation, and is designed to reduce the time required to acquire operational skills and qualifying for independent live operation. When combined with a comprehensive curriculum, simulation-based training will allow a trainee to become high-skilled before ever operating on a live Airport Operations.

Benefits of this video-based training include:

- Trainees can repeat individual steps of the Ground Handling Operation until the desired level of proficiency is achieved.
- Eliminates risk to live operation while supporting a ground staff's ability to achieve a higher level of proficiency before completing the live operation that is part of training.

**Let's be honest, visual aids make everything easier which is why our Ground Handling Live Operation videos are a must for anyone who's wondered.**

Ground Handling Complete Live Airport Operation is documented as mentioned below:

- |   |   |   |
|---|---|---|
| • Aircraft Arrival                      | • Lost and Found                                | • Immigration Formalities                   |
| • Wing Walker                           | • Departure Valet Service                       | • Crew Customs Clearance                    |
| • Arrival Flight Handling               | • Meeting & Greeting Passengers                 | • Security Clearance                        |
| • Arrival Documents                     | • Check-In Services                             | • Lounge Assistance                         |
| • Transfer Services                     | • Baggage being tagged, Dispatched              | • Baggage Make-up                           |
| • Unloading                             | • Preparing the Load Plan                       | • Loading                                   |
| • Cabin Cleaning Services               | • Assisting the passenger with the special need | • Boarding Announcement                     |
| • Water Cart Services                   | • Porters at Counters                           | • Passengers at Boarding                    |
| • Toilet Cart Services                  | • Ticketing/Helpdesk                            | • Preparing the Load Sheet                  |
| • Baggage Break-up                      | • Unaccompanied Minor Assistance                | • Presenting Load Sheet to Captain Pushback |
| • Wheelchair Assistance at Baggage Belt | • Special Assistance                            | • Aircraft Departure                        |
| • Arrival Crew Assistance               | • Crew Briefing                                 |   |

## DECLARATION

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars

(Kiran Kumar)

## APPRECIATIONS BY OFFICIALS

It's always better to hear good work done by you straight from your official's mouth. The great things from below various countries said by our happy and satisfied officials as energy booster for us and motivated us to set new milestones in IT industry. We appreciate your trust and continuously endeavor to offer you even better standards of service.

Having met Kiran personally and worked with him on various projects in the past, I have found Kiran to be honest, reliable and courteous. I believe Kiran has the personal qualities to succeed in responsibilities he takes on. I trust that the information provided will be of help and assistance...  
READ MORE

### Mr. Mark Cox

System Analyst, Menzies Aviation Plc,  
Heathrow Airport, London,  
United Kingdom.



Kiran treated me with the utmost respect and really made it possible to get the VOIP network going in HYD as he continuously communicated with the Airport authorities by exercising his knowledge and communication skills. Had he not been present that entire project would have dragged out as he had a personal relationship with the GMR authorities and even went out of his way to arrange a brief meeting from both sides within hours but would have took days had it been anyone else...

### Mr. Derrick Jenkins,

Network Analyst, Menzies Aviation Plc,  
Chicago International Airport,  
Chicago, United States.



Kiran is very hardworking and honest guy. He completed tasks on time and his on time support and quick solution was much appreciated.

### Mr. Manjunath Bhat,

Information Technology - Lead  
Menzies Aviation Bobba (Bangalore) Pvt.  
Ltd, Bangalore International Airport.



Had great time working along with you, Kiran is a great initiator, process developer, implementer and trainer. Appreciate his efforts during his tenure with Daily Bread Gourmet Foods India Pvt. Ltd.

### Mr. Kishore Kumar

Manager - IT  
Bangalore.  
Britannia -  
Daily Bread Gourmet Food (I) Pvt. Ltd.



It gives me immense pleasure in expressing my best wishes to Mr. Kiran Kumar on successful commissioning on Menzies Network at HIAL Airport. His coordination and understanding of the intricacies of project has been extremely good and facilitated the smooth commissioning and functioning thereafter. It is to be noted that all this he could achieve through his technical & managerial skills clubbed with wide exposure in the concerned areas... READ MORE

### Mr. M V H Vasudeva Rao,

IT Manager, GMR(HIAL)  
Hyderabad International  
Airport, Hyderabad.



Thanks a lot for the good work and support and dedications you provided to us and make GF training room completed successfully...

### Mr. Jaffar Mirza Ali,

Gulf Air - Infrastructure  
Team Leader,  
Bahrain International Airport,



Kiran is very knowledgeable IT professional particularly in the Airport and Aviation field. He has also excellent generalist IT knowledge. A good grasp of the situation and possible solutions. I would highly recommend Kiran to any employer requiring IT Management and wish him well in the future.

### Mr. Patrick Casserly,

Chief Operating Officer, CAPL - India



**CAMBATA AVIATION**  
your ground handling partner

Thank you Kiran. You have been good to work with too. You will go a long way with your intelligence and attitude...

**Mr. Yezdi Sam Cooper,** Chief Operating Officer, Delhi International Airport.



**CAMBATA AVIATION**  
your ground handling partner

I recruited Kiran in Menzies Ground Handling at Hyderabad. Kiran has a great IT knowledge and has helped the organization in implementing technologies in various processes. He is a great asset for any organization. Kiran is a fun loving guy always cheerful and has great sense of Humor. I have seen him grow and would like to wish him all the very best in all his endeavors.

### Mr. Murali Krishna Kandukuri

HR Manager at Menzies Aviation & Prsnt  
Cluster HR at Maldives



While working with Kiran during the Airport Start-up from November 2007 until April 2008, I found him very competent in the tasks he was given and he followed through with every one of them with true professionalism and in a timely manner. Kiran also showed great enthusiasm during the project and he never shirked his responsibilities once. He was able to show his local management team and myself that he could work well as a team member and alone and unsupervised where he used his own initiative when required in order to complete certain tasks.

Kiran's dedication to detail was exemplarily and his communication skills were excellent. For example, his liaising with the Airport Authority in Hyderabad was the difference between success and failure when it came to Menzies getting the required IT infrastructure in place for Day One of the Operation.

From the moment I met Kiran my confidence in him grew and he managed his time and relevant personnel very well and I left Hyderabad in the knowledge that Menzies Aviation had the right IT person in place to support the Operation and to move it on to where it is today in regards to the IT infrastructure that is now in place.

Finally, everyone from the Menzies IT team that has visited Hyderabad since the airport start-up last year and who has worked with Kiran has commented positively after working with him...Read More.

### Mr. Darren Zieba,

Project Manager - Menzies Aviation Plc,  
Heathrow Airport,



I would like to put on record my appreciation for the effort you put in regarding.

### Mr. G K Nair

AOC-Chairman &  
Gulf Air - Airport  
Manager, Delhi International Airport.



I have met Mr. Kiran on a Project on Airport, he is a very grounded to earth, light hearted person. He knows very well that how to get the work done. Also he is a pioneer in Technology with very deep understanding of Technology. I always make a chance to work with Mr. Kiran in near future. Wishing him a best of luck for future...

### Mr. Sachin Jha

Support Delivery Manager,  
WIPRO Infotech.



Kiran has good understanding and implementation knowledge for IT and its ancillary projects. Has evolved through Aviation IT and is a great asset for any organization. I wish him great future in his new endeavors.

### Mr. Anurag Srivastava

C.E.O. at Bird ExecuJet Airport Services Pvt. Ltd. & Head Projects Bird Group.

