

ARAV SHAH

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Location: India

SUMMARY

Aviation Operations Executive with 3+ years of experience in flight scheduling, ground operations, passenger services, and documentation. Skilled in coordination between crew, passengers, and airport authorities to ensure smooth and timely operations.

EXPERIENCE**Aviation Operations Executive – AirSky Services (2021 – Present)**

- Managed daily flight schedules and coordinated with pilots and crew.
- Handled check-in, boarding, baggage verification, and gate operations.
- Ensured compliance with DGCA rules, airport safety, and security standards.
- Prepared daily reports, flight logs, and operational documentation.
- Resolved passenger escalations and improved customer service ratings.

ACHIEVEMENTS

- Improved boarding efficiency by 20% through workflow changes.
- Recognized as “Best Customer Experience Executive – 2023”.

SKILLS

Flight Coordination, Customer Service, DGCA Regulations, Boarding Management, Documentation, Ground Operations, Crisis Handling

DECLARATION

I confirm the above information is correct.