**JYOTI SHARMA** Contact: +91 98735 33292 E-Mail: [1305jyotisharma@gmail.com](mailto:1305jyotisharma@gmail.com)

**JOB OBJECTIVE**

To be an asset to the organization and to achieve a promising position, where I can enhance my skills and strengths in conjunction with company’s goals and objectives

**CURRENT PROFILE AND JOB RESPONSIBILITIES**

**Company -PICKSINDIA.COM**

**Profile- Admin manager**

As a dynamic professional with experience over 10 years in customer service + Administrative duties I am currently working at **PICKSINDIA.com** which is an Internet based content and e-commerce portal- the where responsibilities are to Look after day to day Administrative work. Liaising with various agencies, looking after Bill Inward Desk-BID –Billing etc. Purchase Requisition-PR creation & amendments in Purchase /Work Orders-PO. Rostering etc. Preparing presentations on various subjects. To provide full support to the reporting manager –such as arranging meetings, preparing meeting agendas, preparing minutes of the meeting, live streaming of events, filing & distribution of the corresponding letters etc

**OLD PROFILE SUMMARY**

* A aviation professional with over 10 years of experience in Airport Operations, Client Servicing, Front-End Supervision, Team Management, Quality Auditing and Coordination.
* In Past, last association was with **GMR Group —IGI Airport, Delhi as Customer Service coordinator and Admin support in team Operation.**
* Adept in maintaining the quality in accordance with the terminal and international standards.
* Possess comprehensive knowledge in Customer Service Delivery, Protocol Management, Service Level Standards, Basic Airport Operations and Terminal Operations Management.
* Competence in handling the airport, flight and ground functions; planning and implementing quality parameters for service areas as per the standard and international guidelines.
* Proficient in ensuring continuous interaction with the customers to work upon for improved service levels.
* An effective communicator with excellent interpersonal and client orientation skills.

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**CORE COMPETENCIES INCLUDES**

**ADMINISTRATION AND PROJECT DELIVERIES**

* Well brushed up in penning down the needs of administrative responsibilities along with operations front end requirement of project deliveries in undertaken timeline.

**Client Relationship Management**

* Building up strong customer relationship; maintaining excellent relations with clients to generate avenues for additional business.
* Ensuring maximum customer satisfaction by closely interacting with potential clients to understand their requirements & customizing products & services with optimum resource utilization.

**Team Management & Training**

* Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations and meeting of individual & group targets.
* Creating and sustaining a dynamic environment that fosters development opportunities and motivates high performance amongst team members.

**Flight and Airport Operations**

* Ensuring the on time performance of the airlines and preparing duty allocation and supervising duties assigned.
* Planning new systems and motivating staff for smooth flight handling

**CAREER GRAPH**

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| --- | --- | --- | --- | --- | --- |
| ***S.No*** | ***Name of Organization*** | ***From*** | ***To*** | ***Designation*** | ***Brief Job Role*** |
| ***1*** | ***PICKSINDIA.COM*** | ***2022*** | ***TILL DATE*** | ***Admin MANAGER*** | ***Administration and liasining work*** |
| ***2*** | ***Delhi International EDGE-School,Dwraka*** | ***2018*** | ***2018*** | ***Teacher*** | ***Teaching*** |
| ***3*** | ***Delhi International Airport( GMR Group)- Delhi*** | ***Feb’2009*** | ***Till 2015 January*** | ***coordinator*** | ***Customer Service /Administration coordination / coordination with Govt. agencies i.e. Indian customs, Indian Immigrations, CISF , Airlines etc.*** |
| ***4*** | ***Cambata Aviation Pvt Ltd- IGI – New Delhi*** | ***Feb 2007*** | ***January 2009*** | ***Assistant Supervisor*** | ***Provided on flight /Administrative support to dedicated Airlines*** |
| ***5*** | ***Kidzee-Ptampura*** | ***Jan 2007*** | ***May 2008*** | ***Teacher*** | ***Teaching*** |
| ***6*** | ***Lal Bahadur Shastri Training Institute-Delhi*** | ***July 2005*** | ***December 2006*** | ***Computer Instructor*** | ***Training students on Basic computer software and Instructing Nursery Teacher trainers –Teaching AIDS.*** |

**ORGANISATIONAL EXPERIENCE**

**Delhi International Airport (GMR Group)**

**Key Result Areas**

* Offering pre- departure and post arrival assistance to the passengers including Airport Operations, Customs, Immigration, Security Management, etc.
* Communicating with the clients to ensure fulfilment of agreed SLAs and delivery standards.
* Providing support to the Airport Manager to carry out Airline/Airport Emergency Procedures.
* Imparting on the job training to airport/airline staff about various operating procedures.
* Carrying out quality audits for various external and internal agencies at the airport.
* Liaising with the Government, Regulatory Agencies and Airline representative to ensure that their procedures are implemented and maintained to the highest standards.
* Ensured terminal maintenance and emergency management.
* Rendering highest standard of customer service in the event of delays, cancelations and diverted flights.
* Distinction of being the Account Holder in planning, monitoring and controlling all activities related to customer service.

**Highlights**

* Successfully appraised Exceeded Expectations by the performance consecutively for last 3 years.
* Played significant role in taking up individual responsibility to represent terminal operation.
* Bagged the Star Employee Award for leading teams in different projects.
* Conducted analysis & graphical presentations of daily reports based on customer Satisfaction Survey.
* Implement total quality management concept of "Plan, Do, Check, Review."
* On the SPOT rewards from AVP operations.
* Successfully nominated for:
* ACI/ASQ Team to achieve higher rating during the ASQ Audit
* Customer Service - Common Wealth Game, 2010.

**CAMBATA AVIATION PVT. LTD.(Delhi Airport)- (Feb 2007 – Feb 2009)**

Job Responsibilities

* Handling Departure and Arrival Operations.
* Looking after In-flight Post Flight documentation.
* Baggage handling as well as Liasoning with various agencies at the Airport in terms of to ensure on time performance.
* General Administration work.
* Crew Clearance (through customs /Immigration/ CISF check).

**PROFESSIONAL TRAININGS**

* Training by GMR-Delhi International Airport Limited.-Delhi on Airport ground handling Procedures, Basic Etiquettes, Personality Development, Grooming and Customer Service Delivery.
* Completed numerous courses in Customer Service, Advanced Computer Applications, Operations Strategies, Time Management, Leadership, Team Building, Performance Assessment and Airport.

**SOCIAL ENGAGEMENTS**

* Passively served as a part of a Foundation (in GMR Group) and involved in social activities like blood donations, etc.
* Visited the underdeveloped parts of the society and provided support in education and medical facilities.

**KEY SKILLS AND STRENGTHS**

* A proactive learner with a flair for adopting emerging trends. An effective communicator with good relationship building.
* Leadership and motivation skills.
* Customer Services.
* \*Contract Handling on SAP.
* \*Bill processing, handling work Orders individuality etc.
* Effective written and verbal communication skills in English/Hindi language.
* Responsive to the work situations.
* Capable of working under pressure and meet deadlines as scheduled with quality in work.

**ATTRIBUTES**

* My experience combined with my extensive practical knowledge of the entire gamut of an airlines airport processes (acquired over a period of more than 10 years) along Administrative and customer service knowledge gives me a unique insight which will enable me to carry out any job with great success.
* Have been exposed extensively to the workings of leading international airlines like Gulf Air, Royal Jordanian Airways, Qatar Airways and Turkish Airlines.
* Varied experience of having worked in these leading airlines has bestowed me with an enormous amount of experience.
* Strategic thinker with excellent planning and organizing skills.
* Continuously improve performance levels by adopting pro-active approach.
* A team player with participative style of leadership quality that is built on mutual trust. While aiming for excellence in my own performance I instil similar qualities in my team-mates.
* Willingness and ability to adjust in any work environment, ability to deal with people, good verbal and communication skills.
* Responsive to the work situations.
* Capable of working under pressure and meet deadlines as scheduled with quality in work.

**ACADEMICS**

* DIPLOMA in M.B.A from IMT Ghaziabad- HR & Marketing
* Qualified C.T.T Teacher(Computer Teacher)
* Qualified N.T.T Teacher(Nursery Teacher)
* B.A.(Bachelor of Arts) from Delhi university
* 12th from National Open School (Delhi)
* 10th from National Open School (Delhi)

**PERSONAL DETAILS**

* Date of Birth : 13th May, 1984
* Gender : Female
* Address : A-8(Seventh floor),New Adarsh Apartments, Dwarka Sector 10,Plot No. 22,New Delhi