

MANOJ KUMAR NAIR

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CAREER OBJECTIVE

To succeed a challenging position in the industry that offers professional growth while being resourceful, innovative, and flexible provides ample scope for my career growth.

To have a challenging job in a dynamic working environment, where, I can display my team-work skills and leadership qualities to the best of my ability. To pursue a career which is creative and challenging in an organization/ industry to enhance my knowledge and get exposure to the cutting edge technology in the field of IT/Telecom/Travel/HR & Admin.

PROFILE SUMMARY

- 7 years' experience in Qatar Airways as Operations Officer
- 7 years' experience in Jet Airways as C.S.S. (Customer Service Supervisor)
 - A hands-on, results and profit-oriented, internet-savvy executive who combines well-developed analytical, financial and operational skills with outstanding business acumen. Strong interpersonal and communication skills
 - Execute Vendor Management programs including Vendor Optimization (reduced spend), Third Party Oversight, and Vendor Relationship Management.
 - An effective, dynamic and resourceful team player with strong work ethic and values, and the ability to thrive in a fast-paced, competitive and challenging environment, generate enthusiasm in others through continuous delegation and motivation
 - Areas of expertise include: Strategic Planning, Turnaround / Start-up Management, Problem Solving and Business Development, Application Support, Client Application testing/installation, and maintaining IT Equipment's for smoother operations
 - Proficient ability to use technology, comprehend new systems and establish rapid credibility, with strong understanding of Internet, web services and e-commerce dynamics
 - Self-motivated Vendor Relationship Management, adept at managing and negotiating vendor contracts. Proficient in all areas of vendor management, Specialise in managing relations with both smaller and larger vendors.
 - Managing the Smooth Operational Facilities in entire office.

ORGANISATIONAL EXPERIENCE

Since May'12 Qatar Airways, Ahmedabad

Growth Path:

Since Jun'14 Operations Officer

May'12 – Jun'14 Operations Co-Ordinator

Key Result Areas:

As Operations Officer

- Maintain business continuity while meeting the set targets in a professional way.
- Looks after the administration matters, preparation of budget, financial planning, scrutinizing bills / vouchers and recommending the same for payment.

- Oversee facilities services, maintenance activities. Identifies the competent agencies for supplies, security, housekeeping and canteen facilities and to ensure smooth functioning
- Planning and coordinating administrative procedures and systems and devising ways to streamline processes.
- Establish a two-way working relationship with direct reports to solicit their views on business opportunities, the working environment, potential changes affecting their work, continuous improvement opportunities, and revisions to the plan.
- Monitor inventory of office supplies and the purchasing of new material with attention to budgetary constraints. Ensure timely procurement of material requirements on most competitive rates
- Monitor costs and expenses to assist in budget preparation. Assist HOD in preparation of the annual admin budget.
- Develops and implements policies and procedures to improve operations and function of the department.
- Assist, guide, and lead the team members to perform their assigned duties and achieve the company objective.
- Responsible for accurate and timely disbursement of leaves record to finance.
- Asset Management and verification.
- Performs various clerical, administrative, and secretarial duties to support requirements and ensure the office operates efficiently on a daily basis.
- Vendor management to be maintained in order to give timely support to maintain office operations efficiently
- Coordinate with Vendors for Agreements and Contracts which is in line with Qatar Airways Standards and process.
- Coordinates with local lawyer assigned by Qatar Airways for vetting of agreements and ensure all terms and conditions is as per Qatar Airways Standards.
- Created a structural plan for agreements validity and renewal process so that contracts and agreements are renewed before the legitimacy period.
- Meeting budget and cost saving to the company by effective and optimum utilization of the available resources as per company policies and procedures.
- Circumvent loss of revenue or goodwill of the company or its brand name.
- Maintained proper staff roster based on operation requirements,
- Maintain Professionalism within team and solve staff issues as per HR Guidelines.
- Accomplish HR objectives through active involvement in recruiting, coaching and disciplining employees.
- Responsible for Developing and implementing strategic and operational objectives for contact Centre to ensure alignment with overall QR business strategy.
- Expanding and leading a workforce of more than 200 young enthusiastic, motivated and culturally diverse people, positioning the Centre as a strong customer service area.
- Establishing clear roles, directions, responsibilities, performance requirements and targets for the contact Centre team. Defining and determining the key performance indicators such as call volume levels, average call times, abandoned rate and ensuring seamless communication throughout the team at all levels.
- Ensuring efficient management of day to day operations in the Contact Centre.
- Motivating and leading the contact Centre team to support and deliver Qatar Airways vision and business objectives through creation of work environment conducive to high morale and effective performance.
- Successfully managing the integration of new services and processes to become the fastest growing Contact Centre in the network.
- Permanently streamlines operations related process flows including quality improvement related topics to support AMD quality department, gathers and analyses operational data in support of process enhancements, business cases, proposed projects, system & business requirements.
- Coordination with HQ IT for All IT Related Issues and ensure no business impact.
- Contact the Local IT vendor and make sure all the Hardware and Applications issues are resolved without impacting operations.
- Partnered with vendors to resolve chronic issues including data quality, transportation and automation of feeds.
- Maintain support contacts list for all IT vendor/s, Telecom Vendors, ISP vendors in SharePoint/Shared drive as applicable for the contact center.
- Maintain an escalation matrix with point of contact for IT issues (Business applications, Call routing applications, Emails etc.) in the contact center.
- Coordination with Vendors & negotiating for purchase requirements of all IT & Office Equipment's.
- Maintains administrates and runs all such applications and administrates as far as defined by the Manager.

- Maintaining and preparing the employee roster based on operational requirements.

As Operations Co-Ordinator

- Handling of Admin & HR and other core responsibility of Contact Centre.
- Responsible for accurate and timely disbursement of leaves record to finance.
- Asset Management and verification.
- Make necessary travel arrangements and hotel bookings for Qatar Airways management team during the site visit as well as for external stake holders.
- Process visitors travel documentation including visas, tickets accommodation.
- Performs various clerical, administrative, and secretarial duties to support requirements and ensure the office operates efficiently on a daily basis.
- Vendor management to be maintained in order to give timely support to maintain office operations efficiently
- Coordinate with Vendors for Agreements and Contracts which is in line with Qatar Airways Standards and process.
- Coordinates with local lawyer assigned by Qatar Airways for vetting of agreements and ensure all terms and conditions is as per Qatar Airways Standards.
- Created a structural plan for agreements validity and renewal process so that contracts and agreements are renewed before the legitimacy period.
- Maintain high standards of corporate values through correspondence, telephone and personal contact with internal and external customers.
- Initiated recruitment and done all the joining formalities of New Staffs recruited for Contact Centre.
- Handled, over all HR Job Responsibility in coordination with HQ & Regional Office.
- Significantly reduced the workload on HR Team by streamlining and automating processes.
- Identified the root cause issues impacting Time to Fill (Hiring TAT) and reduced TAT.
- Based on trend analysis using the exit data and feel of the floor, designed action plans and interventions in consultation with HQ Management & Local Management.
- Participated in the implementation of disciplinary procedure and the appeals process.
- Conducted personnel discipline hearings, handled grievances and investigations.
- Covered up entire Admin Related tasks and handled all the topics related to admin since 2012 for entire Contact Centre.
- Maintaining call/activity distribution system by configuring the telephone system (PBX)
- Additional role had been testing & implementation of Contact Center technologies / Unified Communications solutions.
- Responsible for managing Technology and other related impacts that disrupt operations.

Highlights:

- Successfully set up QR own property at Ahmedabad and move the entire team without service interruption
 - Transition of Qatar Airways – Contact Centre & Commercial
 - Played a major role in starting the new office setup from beginning till end of completion phase.
 - Successfully completed the transition of Office Move without any business outage.
 - Coordinated with vendor for planning of Office Equipment's and assign the equipment's in according to layout plan.
 - Involved multiple project team for smooth function.
 - Completed the project of move by 8 months from the building of office infrastructure till the operations went live in coordination with vendors.
 - Tested all Applications and Server Equipment's before handover of the site.
 - Since Contact Centre is operating on Shift and all days movement was planned as in phases.
- Part of the Site Audit team to verify the Post Installation of Application Sites in Ahmedabad

Growth Path:

Mar'10 – Apr'12 Customer Service Supervisor

Sep'07 – Mar'10 Senior Customer Service Executive

Oct'05 – Sep'07 Customer Service Executive

Key Result Areas:

- Meet customer service goals established by executive management by ensuring that Individual and team approach of all encounters with customers/managers/other employees done in an attentive, friendly, courteous and service oriented manner.
- Coordinated and administered all aspects of the ongoing implementation of Company's policies and procedures, maintained and monitored "Lost and Found" procedures according to Company standards
- Ensuring that the team understands the connection between overall mission and daily tasks, provided with necessary tools, resources, training and involve all in determination of operational improvements. Work non-standard hours especially during peak, irregular periods, special events, night audits. Ensure that radio etiquettes followed by all staff.
- Conducted investigations and Boards of Inquiry (BOI) and, where necessary, took suitable action for performance or attendance issues in consultation with HOD & HRD.
- High standards of personal appearance and grooming maintained by all individuals, which included wearing proper uniform and name tag when working.
- Lead and motivate employees to work as a team by promoting team spirit and healthy competition, resolved employee relation issues at station level itself, effectively handled challenges in the workplace and anticipated, prevented, identified and solved issues as necessary.
- Organized monthly all employee team meetings, communicated with managers, peers and team members, both within the immediate department as well as with other departments to generate and implement quality improvement ideas.
- Put a system in place to ensure that all station employees meet company brand, initial and recurrent training requirements. Worked with Training department to conduct soft skills, safety, security trainings at station level with an objective to save cost, cover more employees and develop individuals with training abilities.
- Maintained station staffing levels through efficient recruitment & hiring efforts, as well as interviewed, selected, and trained/developed employees.
- Prepared employee roster in consultation with managers according to business forecast, payroll budget guidelines and productivity requirements. Presented overtime/attendance report monthly to Immediate Superior and all concerned.
- Maintain Company SOPs regarding daily ticket/cargo/catering/excess baggage sales, correct and accurate cash handling at the Front Desk, bank deposits as required, reconciliation/verification of accounts and submitting monetary reports.
- Worked closely with Finance department for reconciling billings and accounts, issuing Purchase Orders, manage accounts payables and on follow up items like employee discrepancies, rejected credit cards, security deposits.
- Worked with Management team to analyse and develop the operational capability at Station Level in respect to staffing, equipment's, space and branding as per total operations. Based on the above, set and communicated budgets and ensured compliance in all areas with financial policies set by the company.
- Maintained and fostered a productive positive relationship with local airport authority and government agencies as well as built and maintained positive business relationships with company contractors/agents, vendors. Representing the company at airport meetings, emergency situations and community events.
- Ensured that the team was sensitive towards Safety and followed all Company and Government Safety related regulations. Aided HOD, engineering, security department and airport authority in implementing and maintaining emergency procedures, complied with certification requirements and safety trainings as applicable for positions. Investigated discrepancies and compiled statistical data for compliance purposes.
- Established and maintained local agreements for lodging, meals, car rental, baggage deliveries, stationery supplies and uniforms, as needed. Ensured all Company leased areas are clean, organized and maintained to the highest standard as well as ground equipment's maintained and operational.
- Ensured that all end of day, week, fortnight or month report dates are met within established deadlines.

- Ensured effective and timely communication with all departments and management, promoted Open lines of communication with managers, employees and other departments.
- Evaluated individual/team performance through corporate quality control measurements, such as observations, internal/external audit feedback and customer complaints & compliments. Assimilating complex information and data from disparate sources and adjusting or modifying to meet a particular need.
- Monitoring the process of taking reservations and knowledge of staff in order to ensure that courtesy and up selling techniques maintained at all times.
- Provide management with competitor and internal data in order to enhance performance as well as develop.

COMPETENCIES SKILLS

- Proficient in Airlines Reservation and Ticketing
- Conversant in Sabre (Semi Automated Business Research Environment)& Amadeus
- Internet savvy, Computer Skills: Microsoft Office, Visual Basic, C, C++, Oracle, Linux, Networking, PageMaker, Photoshop.
- Good communication skills, Leadership skills, Ability to work on own initiative, and also to work as a team player.

EDUCATION

- Master's in Business Administration – Pursuing in Madurai Kamraj University - Tamilnadu, India
- Bachelor's Degree in B.Com & Computers – First Class in 2005 from Mangalore University, Karnataka, India
- Higher Secondary Certificate – First Class in 2002 from Karnataka Board Karnataka, India
- Secondary School Certificate– First Class in 2000 from Karnataka Board Karnataka, India

OTHER COURSES

- Customer Service Excellence – Nature/Temperament to be maintained while handling a normal/irate customer in Jet Airways
- Basic Airport Handling – Policies and Procedures of the Company in relation to Airport Handling/Passenger Handling in Jet Airways
- Reservation & Ticketing – To get acquainted with Sabre systems for reservations and its different uses. Telephone Etiquette Training & Handling bomb threat calls in Jet Airways
- Aviation Security Trainings – To learn the different duties/responsibilities of Airline Security Professional
- Load and Trim Training – To maintain the weight and balance of the aircraft in Jet Airways
- Dangerous Goods Regulations Training – To have the basic knowledge of Dangerous goods and their classifications in Jet Airways
- One world Frequent Flyer Program Course & one world Staff Travel Procedures (For Reservations & Ticketing Staff) Course – E-Learning in Qatar Airways
- Handling Bomb Threat & Customer with Disability in Qatar Airways
- Handling of Aviation Security Awareness and Telephonic Enquiry Centre in Qatar Airways
- Office and Information Security Awareness Course and Safely Management System in Qatar Airways
- Stratus Leadership Essentials Programme Course in Qatar Airways

PERSONAL DETAILS

Date of Birth : 04th July, 1984
 Languages Known : Malayalam, English, Hindi, Gujarati, Kannada and Tamil
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