

# ERUKALA SANJAY

EXECUTIVE

## Contact

### Address

Hyderabad, TS, 501218

### Phone

07095024886

### E-mail

sanjay.erukala@gmail.com

## Skills

Software known- AutoCAD,  
Adobe Photoshop

Documentation and  
reporting

Exemplary work ethic

Customer Relations

Staff education and training

CRM

Customer service

HD photography

Planning and Coordination

Teambuilding

Passenger transportation

Leadership

Cultural awareness

Organized Team Leader with exceptional ability to build positive rapport, inspire trust and guide teams toward achievement of organizational goals. Strong facilitator adept at working cross-departmentally with co-management and top-level leadership. Excellent trainer and mentor.

## Work History

2017-12 -

Current

### CUSTOMER SERVICE EXECUTIVE

*INDIGO AIRLINES, HYDERABAD, TELANGANA*

Performing the duties of a RAMP STAFF ,ensuring the safety of the flight and turning the flight's back to schedule with nil SAFETY and SECURITY issues.

- RESPONSIBILITIES:.
- Checking the serviceability of the equipment's and maintains them in good condition to ensure smooth operation.
- Ensure of proper documentation of flight documents and nil errors at documentation of other AUDITABLE documents.
- Striving towards NIL safety elapse at station and making Hazard reportings to safety marshal's and taking initiative to close the issue as soon as possible.
- Turning around the flight with nil safety issue and security issue ,and achieving the station targets in terms of SAFETY,SECURITY,OTT,OTP & FIRST ,LAST BAG for customers.
- Training the new joined staff and making familiar with ramp and operation at the station to ensure to be ready to face any challenge at operations on RAMP.
- Load & Trim of airplanes.
- Dangerous goods CAT 8.
- Received 6e CAP & 6e SPARKLE-Awards from Managers,.
- Gained the name EMERGING STAR PERFORMER in the team.
- Received appreciation from different departments in operations., Received letter of appreciation for Handling passengers in best during ILBS breakdown.

## CUSTOMER SERVICE AGENT

*BHADRA INTERNATIONAL INDIA PVT LTD*

- (SINCE 11 JULY 2016 – 11 DECEMBER 2017) Duties performing in this respective company ground handling with several customer airlines with perspective of their required standards.
- Finalizing the flight and closing the counters on time.
- RESPONSIBILITIES:.
- Preparing pre-flight and post-flight documentation to be processed and update the airline with the data.
- Monitoring the counter controlling activities on day to day basis with the taking initiative of responsibilities of verifying all documents checks.
- Up gradation of passengers , the sale of Upgrade vouchers for the first and second leg routing, explaining and convincing passengers to purchase the vouchers with facility offered by the company.
- Ensuring on time performance by quick turn around and co-ordination with all departments such as Operations ,Engineering, Cargo for the respective flight clearance.
- Trainings undergone:.
- Sabre sonic check-in system for check-in the passengers.

---

## Education

---

2011-06 -  
2015-01

### **Bachelor of Technology: Aeronautical Engineering**

*INSTITUTE OF AERONAUTICAL ENGINEERING -  
HYDERABAD*

from Institute of Aeronautical Engineering, Hyderabad, affiliated to Jawaharlal Nehru Technological University of Hyderabad with 66.4%–

2009-06 -  
2011-03

### **BOARD OF INTERMEDIATE EDUCATION: MATHS,PHYSICS,CHEMISTRY**

*Narayana Junior College - VISHAKAPATNAM*

2005-06 -

### **Secondary School Certification**

2009-03

Singareni Collieries High School - Bhupalpalli  
Bhupalpalli, with 77.77 %marks

---

## Certifications

---

Design and Manufacturing of Multi-Stage Hybrid  
Rocket with Strap of Boosters Configuration with  
Parachute Recovery System.

---

## Interests

---

Travelling

Micro Arts on Graphite Pencil

Story writing