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RESUME OBJECTIVE

- ✦ 16 years of rich & extensive experience in the Aviation & Shipping Industry.
- ✦ Presently working as Process Manager - Africa Operations in Maersk Global Service Centre.
- ✦ Handles E2E Shipping for Africa Cluster.
- ✦ Manages a team 104 which comprises of 5 team managers, 17 Senior Specialists & 82 Specialists, Sr Process Experts, Process Experts & Process Associates.
- ✦ Worked as Duty Manager - Customer Services / Ramp services / Hub Control in Jet Airways.
- ✦ Lead and Managed a team of 49 direct employees & 137 Contractual employees (GHA's) in Chennai International Airport.
- ✦ Adept in managing Airport functions & Customer Service functions.
- ✦ An enterprising leader with proven abilities in leading teams towards the achievement of organisational goals and industry best practices.
- ✦ Proven abilities in generating additional revenue by Cost Effective measures, Upselling, Bottle neck mitigation procedures to avoid human errors & Revenue Leakage.
- ✦ An effective communicator with excellent relationship building, interpersonal skills, Strong analytical, problem solving & organizational abilities.

AREAS OF EXCELLENCE

E2E shipping process – Client Relationship – Process Enrichment – Personal Development Coaching – Personal Development mentoring – Airport Operations – Revenue Optimisation – Manpower Planning – Team Management – Strong People Leadership Skills – Training Skills – Safety Champion

CORE COMPETENCIES

❖ E2E Shipping

- ✦ Manages 4 areas of Africa Region (CWA, EAA, NWA & SWA).
- ✦ Handles the E2E shipping process right from Booking, Documentation, Customer emails, Chats, Outbound calls, ROFO (Rolling Forecast), Haulage Instructions, VGM coordination, Uptake Management, CRVR, Export / Import Customs Manifest, Delivery Orders and so on.
- ✦ Manages a team of 104 colleagues who are working as per Africa Time Zone in order to provide a hassle free, best-in-class customer experience to the African trade partners.
- ✦ Driving SLA / TAT performance through continuous monitoring, process enrichments, Automation through constant team engagement and effective Coaching.
- ✦ Drive ownership with every individual by allocating key customers to each care business partners and enable them to own the customers to create a strong bonding in the day to day business activities.
- ✦ Drive Maersk's Vision of Customer Loyalty & Team Engagement by regular brain storming sessions, casual meetings, Team outings etc.
- ✦ Rigorous focus on NPS by valuing customer's VOC feedback and reach out to them to hear them out so as to evaluate the existing process and shift SOP if needed.
- ✦ Constant efforts in improving the Invoice quality, SI-Resubmission SLA by proactive follow ups with Customers.
- ✦ Have created a personal touch by calling up customers if there are more than 2 emails in a case and also for abandoned chats.
- ✦ Played a major role in introducing Chatbot facility to Africa Region (English & French).
- ✦ Managed to reduce the email / chat inflow by Automation of few processes which does not need human intervention. By means of this, we have saved approx 10 workforce for the Organisation without impacting customer satisfaction.

❖ AIRPORT HANDLING

- ✦ As a Manager, making vital decisions during flight delays, cancellations & diversions are crucial part of the job which is a make or break situation especially in front line customer facing industry.

- ✦ Ensuring smooth functions and monitoring all areas such as check-in counters, boarding gate, arrivals, Baggage makeup area, Ramp, Hub Control, Immigration and Customs coordination etc...
- ✦ Ensure the OTP of the Aircraft is always maintained without compromising on Safety & Security of the Aircraft, Personnel, Passengers or to Equipments.

❖ REVENUE OPTIMISATION

- ✦ Ensuring maximum upliftment of cargo on the flights so as to maximize revenue.
- ✦ Encouraging the team to maximize ancillary revenues which is a direct revenue for the airline.
- ✦ To monitor excess check in baggage and hand baggage & boost excess baggage target collection for the airline.
- ✦ Motivate the load & trim team to plan well their flight in order to minimise difference in EZFW & AZFW and aim for preferred MAC % to save fuel consumption.
- ✦ Gain ground time by quick turnaround to save fuel& parking costs of the Aircraft.
- ✦ Proactive approach in handling disruptions & misconnections in order to cut down the costs.

❖ MANPOWER PLANNING

- ✦ Rostering - Effective utilisation of available manpower through proper planning and staff allocation.
- ✦ Conducting Safety briefing & SOP's for Contractual & 9W staff.

❖ TEAM MANAGEMENT

- ✦ Ensure proper delegation of work among the supervisors to utilise available time effectively & to maintain the 9W standards.
- ✦ Ensure proper team motivation at regular intervals to keep the spirit high.
- ✦ Motivate team to achieve Performance targets at all times without discrepancies.
- ✦ Delegate post flight allocations to the team members and make them responsible to maintain the data in their individual KRA.
- ✦ Motivate every individual member of the team as a Leader to bring up their individual proficiency in turn to award Station excellence.
- ✦ Monitor the data updation & reports to have a monthly comparison and to know the achievement of the station & team.

ACHIEVEMENTS

- ✦ Proud to be a part of MAA team in achieving 100% OTP in category 2 Base Flights in the entire network for the consecutive months.
- ✦ Proud to be a part of MAA team in achieving minimum MHB for the year 2013-14. ❖Achieved outstanding performer award for the year 2007-08, 2010-11 & 2016-17 ❖Certified SMS trainer as per ICAO Standards.
- ✦ Nominated as Safety Champion for Chennai Airport by the Head Office.
- ✦ Train the trainer for Safety Management system – Pan India.
- ✦ Train the trainer for soft skills (Guest First) – Pan India.
- ✦ Was part of HO project - IROPS (Irregularity Operations) and successfully implemented this tool for Pan India. ❖Was part of HO project – Turn around App (Pilot project at Chennai airport).
- ✦ Qualified Load controller for B737 / 777 / Airbus 330 / ATR 72-500, 600 aircrafts (load sheet licence to be renewed).

CERTIFICATES

- ✦ Holds a certificate for IATA DGR handling.
- ✦ Holds a Train the Trainer certificate for BRS (SITA).
- ✦ Hold a Train the Trainer certificate for Safety Management System.
- ✦ Hold a Train the Trainer certificate for Airside Safety Awareness.
- ✦ Train the Trainer for Customer Service Excellence, Coaching, Posh etc ...

CAREER CONTOUR

Since Jul'19 - till date

**Process Manager - Maersk Global Service Centre, Chennai.
Africa Cluster (NWA, EAA, SWA, CWA)**

Roles & Responsibilities:

- ✦ Manages a span of 104 people team which comprises of 5 team managers, 17 Senior Specialists & 82 Specialists, Process Experts & Process Associates.
- ✦ Manages the End to End shipping process for Africa Cluster.
- ✦ Stakeholder management - Constant engagement with Front Office / Sales stakeholders in Africa for a hassle-free customer experience in shipping.
- ✦ Driving Net Promoter Score (NPS) for the Africa Region through continuous Customer Engagement through F2F / Virtual meetings, seamless process initiatives and enhancement, driving excellent customer centricity workflow and evaluating Voice of Customers (VOC) as a learning in view of innovating business methodologies / policies in order to ensure a hassle business experience for Customers.
- ✦ Monthly connect with Front Office Customer Service Manager to align with the policies and procedures, issue raised by customers by tracking their behaviour through E-Channels.
- ✦ Weekly connect with Front Office focal through MOS/Granular calls.
- ✦ Process enrichment, driving opportunities to simplify the existing process in view of Customer Experience.

- ✦ Organising Around Customers (OAC) through monthly service calls to customers.
- ✦ Ensure the productivity of the agents, metric threshold is always met.
- ✦ Ensure the TAT for case management, chats, booking documents, export & import process, calls are always meeting the set standards.
- ✦ Weekly coaching to Team Managers through one to one connect.
- ✦ Staff engagement through Monthly meeting / Employment Engagement Surveys (Gallup).

Since Jul'14 - Jul'19

Roles & Responsibilities:

Duty Manager - Jet Airways, Chennai

Hub Control/Ramp operations (Domestic/International) Airport services

- ✦ Manages a team of 200 employees (Direct & Contractual).
- ✦ Handle day to day operations.
- ✦ Managing a team of Supervisors, Load and trim staff to ensure smooth ramp operations.
- ✦ Create accident/incident free work environment by creating awareness about the safety norms.
- ✦ Encourage the team to report hazards in order to maintain the safety standards. Conduct regular safety orders.
- ✦ Cost efficiency: Achieve maximum revenue optimisation by uplifting cargo, fuel consumption, effective utilisation of stationeries and professional handling of baggage and cargo.
- ✦ Crisis handling during Flight delays, Cancellations & Diversions.
- ✦ To plan the next day's flight routings effectively.
- ✦ Plan the best bays for aircraft parking to ensure smooth ramp transfers.
- ✦ Ensure effective planning of bays to save fuel cost to the company.
- ✦ Pre-alert inbound / outbound stations to allocate proper seating for ramp transfer passengers and load their bags in the front.
- ✦ Monitor and escalate flight block times if requires any amendment.
- ✦ Help the company to save costs due to unwanted fuel consumption & misconnections.
- ✦ To liaise regularly with External agencies such as Immigrations, Customs, Airport Authority, CISF etc. ✦ Participated in all quality assurance and safety audits.
- ✦ Satisfaction.
- ✦ Preparing staff roster to ensure proper distribution of manpower on monthly basis.
- ✦ Handling customers professionally.
- ✦ Assisting supervisors and customers to resolve difficult issues or problems pertaining to airport related activities.
- ✦ To supervise staff and ensure quality of work meets the airline standards.
To set objectives to the supervisors & this needs to be measurable.
- ✦ Conduct performance review for the supervisors/staff and rate them for their individual performance.
- ✦ Encourage up-selling to maximize revenue for the airline.
- ✦ To ensure that the staff meets the grooming standards of the airline.

- ✦ To closely monitor station ratings and to actively participate in meetings and discuss issues pertaining to station targets / ratings etc.
- ✦ To participate in Airports Authority meetings and pen down the points which helps to improve airline Safety Standards & Quality.
- ✦ To maintain statistical data of flight / operations related aspects
- ✦ To compare and analyse the performance of each staff and take it up positively in their appraisals.
- ✦ To work well with the Ramp Manager in order to maintain high safety standards.

Sep'07 - Jul' 14

Roles & Responsibilities:

Ramp Supervisor/Customer service supervisor, Jet Airways, Chennai

- ✦ Holding A Valid Load & Trim license to load the BOEING777-300ER,737-400, 737-700, 737-800,737-900, ATR 72-500 and AIRBUS A330-200 approved by the Directorate General of Civil Aviation Of India (DGCA) the Highest Governing Body of the Civil Aviation in India.
- ✦ Responsible for co-coordinating with different departments like catering, cabin appearance, engineering and to ensure on time performance
- ✦ Monitoring loading and boarding functions and to ensure safety standards are followed at all times by individuals working at ramp area.
- ✦ Handling DNB guests at check-in counters.
- ✦ Handling delays and performing boarding functions.

Mar' 05 - Sep' 07

Roles & Responsibilities:

**Customer Service Asst / Sr. Customer Service Asst.
Jet Airways, Chennai**

- ✦ Performing airport check-in functions, tele-check-in etc ...
- ✦ Preparing load and timesheets.
- ✦ Assisting passengers with queries and responsible for informing flight schedule changes and delays.
- ✦ Customer service during a period of phenomenal company growth.
- ✦ Complete airport exposure, handling both domestic and international ticketing.

HIGHLIGHTS

- ✦ Was deputed in Cochin airport during November 2007 for Load & Trim Functions during inaugural Bahrain & Kuwait operations.
- ✦ Was on deputation to Colombo for Load & Trim Functions.
- ✦ Appreciation Letters from Guests as well as the Management for Customer Service Excellence.
- ✦ Nominated as Safety Champion for Chennai Airport by the Head Office.
- ✦ Was part of the HO project – IROPS (Irregularity Operations) and successfully implemented this tool for Pan India
- ✦ Visited West African Counties (Nigeria, Onne, Benin, Togo, Ghana) as part of Business Meeting & Customer Visit.

EDUCATION

2012–2013	Master of International Business Management University of Madras, Chennai.
2005–2009	Bachelor of Commerce D.G. Vaishnav College, Chennai

TRAINING & CERTIFICATION

- Basic Airport Handling.
- Reservations (SABRE).
- Customer Service Excellence Skills.
- Supervisory Skills.
- Telephone Etiquette.
- Advance Check-in System International (ACSI) & Sabre Qik.
- Basic Load & Trim (Manual & computerized – steady state & Load Manager).
- Airside Safety Training.
- Train the Trainer for BRS (Baggage Reconciliation System -SITA). .
- Train the Trainer for Soft Skills (Certified by Etihad Airways Training Department).
- AVSEC.
- Safety Management System (SMS).
- DGR (Passenger Handling & Load Controller).
- E2E Shipping Methodology
- Booking Process through EDI / Intranet / Internet
- ICoach by Maersk
- Care Pro

PERSONAL DETAILS

- Date of Birth : 09th September 1982
- Gender : Male
- Nationality : Indian
- Marital Status : Married
- Passport : Indian Passport No. L6190439
(Valid till 2023)
- Languages Known : English, Malayalam, Tamil, Hindi (Manageable)

REFERENCES

1. Ms. Elsy Abraham Siddharthan
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Chennai.
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2. Ms. Charumathi Rajaraman
General Manager (Southern Region) – Airport Services (Currently in Indigo
Airlines)
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3. Ms. Raji Soni
Airport Manager – Jet Airways Ltd
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