

HOBBIES/INTEREST(S)

Net Surfing, Sports, Music, Movies

EDUCATION BACKGROUND

ADVANCE LEVEL : Jeppesen Aviation Academy
Flight Operation Management 1 and 2
Flight Dispatcher
MAS Academy, Kelana Jaya Malaysia.

TERTIERY LEVEL : Advance Diploma in Accounting
Western Sydney Institute of Tafe
Tafe College, Seremban, Malaysia

SECONDARY LEVEL : Sijil Pelajaran Malaysia (SPM)
SMK Hutan Melintang,
Perak, Malaysia

WORKING EXPERIENCE

JAN 2022 TO PRESENT **FLIGHT DISPATCHER**
DNATA SINGAPORE PTE LTD.

- Check/ compile all operational and flight movement messages pertaining to the flight and take appropriate actions when necessary
- Obtain/ analyze/ prepare operational flight plans
- Obtain/ analyze/ prepare all relevant aeronautical/weather information and check against airlines' operating requirements
- Ensure air traffic control (ATC) Flight Plans are filed with the appropriate authorities
- Liaise/coordinate regarding Flight Release, fuel figures, aircraft serviceability, etc
- Maintain flight watch on company VHF frequency and monitor flight progress.
- Calculate/ determine aircraft weights and performance limits
- Brief outbound crew on all operational matters pertaining to flight
- Handles Crew Administration, including arranging for crew HOTAC, transportation, allowances, alert & pick-up times, and any other crew matters, etc
- Maintain/ upkeep airlines' manuals/ files and airport publications/ notifications
- Perform control duties, and weight & balance duties

JUL 2016 TO SEP 2020

FLIGHT DISPATCHER

SCOOT-TIGER PTE.LTD

SINGAPORE

- Compute operational flight plans for all TR flights ex-SIN & ex-station to ensure sufficient fuel for the safe completion of flight according to aircraft type, maintenance limitations (MEL), weather conditions and minimum fuel requirements as guided by the Singapore AOCR and company policies
- Ensure the correct application of Company Fuel Policy and SOPs applicable to various destinations and city pairs
- Analyze and evaluate all available meteorological information to determine potential safety hazards to flight safety, and select the most economical route
- Review all relevant Notices to Airmen (NOTAMs) and email communications from TR stations
- Ensure that fuel tankering is correctly implemented
- Preparing operational flight plans (CFP/OFP) with the appropriate maximum takeoff/landing weights, weather reports, airfield conditions, NOTAMs and navigational charts, where applicable
- Brief technical crew, where necessary, about re-routings in respect of tropical depressions/cyclones, volcanic eruptions, airspace closures, forecasted weather en-route, operational constraints
- Monitor current meteorological information to determine potential safety hazards to en-route flights. Also monitor operational messages (ACARS) along with OCC and respond to flight planning related requests in a timely manner.

AUG 2013 TO MAY 2016

CUSTOMER SERVICE OFFICER

AIR ASIA BHD

LCCT SEPANG MALAYSIA

- Handling customer's enquiries and complaints.
- Assist Passenger to move flight due to re-schedule or cancellation flight.
- Handling refund or credit shell request for the flight cancellation.
- Escalate to the relevant department for to solve the passenger's heavy complaint.
- Assist passenger to IROP flight due to flight delay or misconnection.
- Analyze delay reason of any flight disruption

JAN 2013 TO JULY 2013

OPERATIONS CONTROLLER

TIGER AIRWAYS PTE.LTD. (SINGAPORE)

- Ensure all flights are safety dispatched in accordance with Company and CAAS regulations.

- Anticipate and prevent operational delays and disruptions
- Coordinating changes to and recovery of the flying programmed
- Ensure optimum utilization of crew and aircraft.
- Preparing Aircraft Utilizations (AUP) for the next day departure flight.
- Activation standby Tech Crew and Cabin Crew of last minute disruption
- Ensuring ETOP's and NON-ETOP's aircraft for AUP purpose.
- Liaise with SIA Engineering aircraft status last minute change/swap due to technical or disruption.

SEPT 2011-DEC 2012

PRINCIPAL ASSOCIATE,

(Duty Manager)

OPERATIONS CONTROLLER

ASIA PACIFIC STAR PVT LTD

(SATS GROUP SINGAPORE)

- Liaise with Airlines on time departure.
- Coordinate with ground staff. Ramp staff and Catering staff every departure flight.
- Handle Flight disruption and AD-HOC duties such as Aircraft Delivery and Maintenance.

Liaise with Immigration department prepare documentation (General Declaration) for operating crew departure.

MAY 2007- Aug 2011

AUXILIARY POLICE OFFICER

CERTIS CISCO PTE.LTD.

SINGAPORE.

- Provide armed response
- Guarding and patrolling government and non-government premises
- (including key Installations)
- Protect and escort VIPs, celebrities, persons-in-custody (PIC) and prisoners
- Enforce security at major and private events, provide traffic and crowd control

DEC 2004- MAR 2007

: CUSTOMER SERVICE AGENT

KL AIPORT SERVICES (KLAS)

KLIA, MALAYSIA

- Check in passenger every departure flight
- Handling gate management.
- Handling missing baggage arrival passenger
- Issuing Excess Baggage Ticket to passenger
- Handling Delay, Disruption and Ad-Hoc flights.

STRENGTH(S)

DYNAMIC TEAM PLAYER

GOOD IN WORK TEAM COMMUNICATION

ABLE TO WORK INDEPENDENTLY

GOOD IN PUBLIC RELATION

HIGH ATTENTION TO DETAILS

ABILITY TO WORK UNDER PRESSURE

LANGUAGE PROFICIENCY

EXCELLENT WRITTEN AND COMMUNICATION SKILL IN ENGLISH MALAY AND TAMIL