

# Arjun K

Cargo operation

Dubai, United Arab Emirates

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A competent professional with **nearly 2 years and 6month** of experience in the Airline Industry, associated with Inter Globe Aviation (Indigo Airline), Bangalore as Executive Cargo Operation. A professional with a wealth of expertise in the aviation sector in the areas of operations management, logistics coordination, and cargo handling. Able to effectively oversee the entire cargo process, from acceptance to delivery, while maintaining adherence to legal, safety, and security requirements. competent in using technology for tracking and optimizing cargo and continuously providing outstanding customer service. Works closely with cross-functional teams to resolve problems and improve operational efficiency, showcasing strong problem-solving skills and a collaborative approach. Excellent relationship management, analytical skill, and communication skill. Possess in-depth knowledge of Incoterms and various modes of transportation used in logistics operations, including their application in supply chain management and global trade compliance.

## Personal Details

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**Birth Date:** 1999-09-28

**Eligible to work in United Arab Emirates:**

Yes **Visa status:** Visit visa

**Visa Expiry date:** 15/02/2025

**Nationality:** Indian

**Industry:** Aviation, Customer Service, logistics and air cargo operation, Loading and Stocking

## Work Experience

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### Executive cargo operations

InterGlobe Aviation private limited-Bangalore,  
Karnataka May 2022 to October 2024

Indigo Airlines Seasoned aviation professional with 2years and 6 months of expertise in ramp handling and cargo operation.

Implemented the understanding of Ramp and Cargo areas such as Warehouse Acceptance Cargo Booking and Inventory customs procedures. Orchestrated the management and handling of special cargo such as RRY/HUM/VAL/PER. Coordinated the cargo loading as per the given plan while sending pre-alert message for QRT, QWT and other special loads.

Working in the Audit team for better quality operation and ensuring all employees follow the SOPs, triggering the findings and working to reduce them.

- Ensured adherence to all application regulations and standards as outlined in cargo operations manuals.
- Verified proper packaging, marking, and weight documentation on shipments before acceptance.
- Ensured accurate cargo manifesting as per sales planning and dispatching cargo with all relevant documentation.

- Oversaw proper loading/unloading of cargo from aircraft and maintained effective communication with destination points regarding cargo location and documentation.
- Segregated and delivered incoming cargo to consignees, resolving discrepancies, and liaising with customs, AAI and other regulatory bodies to meet government regulations.
- Guiding cargo agents on issuing correct Airway Bill and provided clearance instruction for import goods, including reporting requirements and managing duty mitigation opportunities.
- Generated accurate documentation, report and maintained equipment to ensure smooth daily operation.
- Managed reports for import entry amendment, clearance processes, and discrepancies, ensuring operational.
- Ensured proper records were maintained, and compliance was achieved with customs, airport authorities, and operator regulation.
- Cargo freighter pallet loading is a crucial part of ensuring that freight is transported safely and efficiently. Proper organization, secure loading, and compliance with regulations are essential in the air cargo industry. By utilizing optimized space, technology, and safety protocols, ensures that goods arrive at their destinations intact and on time, contributing to the smooth operation of global supply chains.
- Ensuring the safety of ground personnel and equipment by adhering to strict safety standards, including the use of appropriate personal protective equipment (PPE) and ensuring the safe operation of ground vehicles.
- Complying Ramp activities with regulatory standards set by aviation authorities (such as the FAA or IATA), ensuring proper documentation, safety, and maintenance standards.
- Ensuring secure access, conducting thorough inspections of aircraft and equipment, overseeing baggage and cargo handling, and enforcing compliance with strict security regulations. Preventing incidents, managing risks, and maintaining a secure and safe operational environment for both aircraft and ground personnel.
- Cargo handling protocols (dangerous goods, perishable items, live animals) Weight and balance calculations for aircraft loading, Use of conveyors, trolleys, and other handling equipment, Cargo manifest verification. The Airline operates a fleet of narrow-body and wide-body aircraft with a fleet consisting of airbus A320-200, A320neo, A321neo, ATR 72-600 as well as the Boeing 777 for passenger operation and Airbus A321-200/P2F for cargo operation.

## **CUSTOMER SERVICE AND SCHEDULE PLANNING**

- Ensuring customer satisfaction by achieving delivery of service quality norms.
- Strategizing policies & procedures in the operating systems to achieve greater customer delight.
- Prepare seasonal freighter schedules for Indigo Airlines, ensuring all commercial and operational requirements are met. This includes coordinating with key partners such as DHL, BLUEDART, and other agents, ensuring timely and efficient integration of their shipment in to overall schedule.
- Building and maintaining healthy business relations with major clientele, ensuring maximum customer satisfaction by achieving delivery & quality norms.

## **Warehouse assistance**

### **Right Logistics Private Limited, Ernakulam, Kerala**

August 2020 to January 2021

- Supervised and coordinated the activities of warehouse staff, including receiving, storing, packing, and shipping of goods.
- Maintained accurate records of inventory levels, stock movements, and warehouse operations using SAP software.
- Ensured compliance with safety rules, quality standards, and customer specifications.
- Resolved issues related to warehouse operations, such as damages, shortages, or delays.
- Trained and mentored new warehouse staff, evaluating their performance regularly
- Monitored and managed parcel inventory to prevent stockouts and overstock situations, achieving a 80% accuracy rate in inventory management.

## Education

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### **Bachelor degree in Aviation**

Nehra college of aeronautics and applied science - Coimbatore, Tamil Nadu

July 2017 to April 2020

### **INTERNSHIP**

Internship at COCHIIN INTERNATIONAL AIRPORT, Cochin, Kerala

### **Diploma in Corporate Accounts and Management and material management in Accountant**

Accountants Service Society - Ernakulam, Kerala June 2019

to December 2019

### **High School Education: CBSE in Commerce**

Seva Sadan Central School - Pathiripala, Palakkad Diploma in Corporate Accounts and Management -

Palakkad, Kerala

April 2015 to March 2017

## Skills

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- Documentation
- Communication skills
- Microsoft Office
- Effective time management
- Ability to multi task
- Interpersonal skill
- Leadership
- Customer service
- Adaptability
- Multitasking
- Logistics and cargo ramp safety

## Languages

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- English - Expert
- Hindi - Fluent
- Tamil - Native
- Malayalam - Native
- French - Beginner
- Kannada – Intermediate

## Certifications and Licenses

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IATA in Airline Customer Amadeus

Ticketing software SAPFICO Power

User course

Dangerous Goods Regulations Recurrent Training for Operator's and ground handling agent's staff accepting cargo (CAT 7)

SAP MM Power User Course