

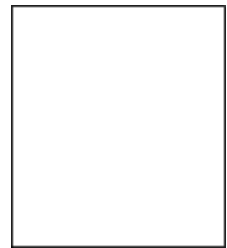
# Soma Sekar Nair

Block 466 Pasir Ris St 41

#07-56 Singapore 510466

Mobile Phone No: 92733085

Email address: Sunthie\_don62@yahoo.com.sg



## Personal Particulars

Full Name	Soma Sekar s/o Krishna Achuthan Nair
NRIC	S0156932E
Nationality	Singaporean
Date of Birth	22 March 1952
Age	66
Marital Status	Married

## Education

1971	Higher School Certificate (Pre -University)
1973	Completed 2 years National Service (Army)

## Employment History

1973	Joined Singapore Airlines as clerical staff in Human Resource Department
1983	Transferred to Ground Services Division,SIA,after promotion to Senior Officer and carried out Customer and Aircraft Despatch Operations
1990	Transferred voluntarily to SIA's ground handling subsidiary, SATS ,as Administrative Officer (Management grade) to oversee SIA ground handling on-time performance and customer servicing requirements
1991	Assumed Duty Station Manager's role for SIA hub operations in Singapore
1992	Successfully spearheaded and concluded a project to move away from flight-based accountability of supervisory operations staff to a zonal approach in the airport terminal building as the accelerated growth of fights could no longer support a flight-based manning and deployment approach
1994	Assumed administrative role to investigate customer complaints and provide findings and track performance trends in compliments/complains
1995	Participated in a joint initiative with Singapore Airport Aviation Authority to transfer counters for arriving passengers to a lounge concept to provide comfort to passengers checking -in for connecting flights
1996	Spearheaded project to create a Transit Operations department for SATS,SIA 's ground handler,to provide specialised services to arrival handling meet-and -assist services and connecting passengers in an intra and inter-terminal environment. This included formulating operational SOPs,planning resources both manpower and logistical and assessing budget expenditure forecast.Due to size and complexity of project,project was completed in two years.

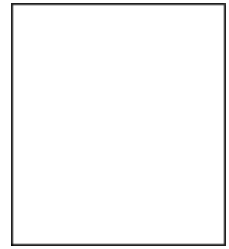
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- 1996 Spearheaded project to set up a phone check-in services for SIA. Project was successfully concluded.
- 2000 Assisted Passenger Services Division with the setting up of an Airport Emergency Plan (BCP) that dovetails with the Changi Airport Emergency Plan. The BCP would prepare operational staff in the management of passengers in the event of a crisis to the airport terminal building.
- 2005 Posted as Head-of -Department to the SATS Integrated Operations Centre. Assumed custodial role to the Company's (SATS) operational resource and event management system, over and above operational oversight of ground handling operations of all airline clients flights.
- 2010 Participated with Changi's aviation Authority to conceptualise the Airport Operations centre (AOC). Operationalised in 2012. Various airport stakeholders including SATS Integrated Operations Centre, Airport Police, Immigration, Auxiliary Police. Engineering and Airport are co-located to take collaborative approach to operations.

## Present

Currently involved in project to transform SATS Integrated operations Centre to be Technology-centric.

## Future Plans

To remain active both Mentally and Physically.

End