

DÉSIRÉE CORREIA

dezcrr@gmail.com

+91 9920280807

Date of Birth: 01st June 1977

Address: Rachana CHS,B wing, Flat no 12,3rd floor, Somnath Lane,
Hill Road, Bandra(W),Mumbai 400050

Nationality: Indian

Passport Number: K3531258

Professional Experience:

I have been working with Jet Airways (I) Ltd from 21stAugust2000 till date.

Designation	Key Result Areas
Current Designation : Assistant Manager – Quality Control and Compliance From 7th February 2019 till date	<ul style="list-style-type: none">• Ensure conformance to company standards by conducting audits on training (In flight and Airport services)/Line operations, Scheduling and Planning, Ancillary Revenue, Recruitment, Service Delivery, Style and Image and HR induction.• Up to date with DGCA and other International agencies and company regulations• Adhere to scheduled audit plan• Monitor consistency in policy and procedures• Brief Manager Quality Control of audit findings, report and investigations, maintain compliance reports• Participate in all departmental audits• Comply to approved budget for quality control
Assistant Manager – Service Standards From 15th January 2019 to February 2019.	<ul style="list-style-type: none">• Facilitate, provide feedback for service enhancement, Project Management for Service Design and Delivery, recommending constant innovation and development with regards to products and services as per the best industry practices• Recommending constant change in procedures based on performance and feedback, resolving issues, maintaining progress reports and recommending areas of improvement• Conduct Observation flights and submit observation reports to Senior Management of In flight Product and Services.• Enhance service delivery on board and provide feedback about service procedures, standards and product.• Coach, guide and mentor On board leaders and Cabin Crew• Guest and Crew Interaction.• Drive positive change within the cabin crew community and discuss revision in products, policies, procedures at Cabin Crew Bases.• Conduct a time and motion study and submit a report to Senior Management of Inflight Services for new services, procedures introduced
Base Manager (Cochin) –In flight Services From 01st July 2018 to 15th January 2019	<ul style="list-style-type: none">• Prepare Probation Reports/Contract renewal and closures/HR Discipline/Prepare Score Card/Dash Board/Tracking sheet and project Updates• Mentoring, coaching and developing crew• Facilitate, provide feedback for service enhancement, Project

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	<p>Management for Service Design and Delivery</p> <ul style="list-style-type: none">• Recommending constant innovation and development with regards to products and services as per the best industry practices.• Recommending constant change in procedures based on performance and feedback• Resolving Issues, maintaining progress reports and recommending Areas of Improvement• Ensuring On Time Performance is maintained, conducting Trend Analysis and Evaluation and providing action taken reports, Performance Analysis ensuring Key areas of Development highlighted, counselled and communicated disciplinary decisions to crew to reinforce required standards of performance• Pertaining to the Data Analysis, provided insights to management for implementation of measures to enhance cabin crew overall performance, development and crew engagement• Liaison with all other relevant Departments, with the main purpose of improving productivity and efficiency• Budget and cost control measures
<p>Assistant Base In Charge- From 01st February 2014 to 01st July 2018.</p>	<ul style="list-style-type: none">• Enhance Productivity of Department• Efficiency of Standard Operating Procedures• Cost Saving Measures• Coach, guide and mentor On board leaders and cabin Crew to enhance guest and crew interaction• Panel member for Cabin Crew Recruitment/Internal Career Progression Interviews/Cabin Supervisor Assessment• Liaison with all other relevant Departments, with the main purpose of improving productivity and efficiency• Ensuring On Time Performance is maintained• Resolving Issues, maintaining progress reports and recommending Areas of Improvement• Conducting crew Appraisals/ Performance Management and development
<p>Performance Executive - From 01st July 2012 till 01st February 2014</p>	<ul style="list-style-type: none">• Conduct Observation flights and submit observation reports to Senior Management of In flight Services.• Enhance service delivery on board and provide feedback about service procedures, standards and product.• Coach, guide and mentor On board leaders and Cabin Crew• Guest and Crew Interaction.• Drive positive change within the cabin crew community and discuss revision in products, policies, procedures at Cabin Crew Bases.

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	<ul style="list-style-type: none">• Conduct a time and motion study and submit a report to Senior Management of Inflight Services for new services, procedures introduced• Panel member for Cabin Crew Recruitment
Check Executive – From 01st April 2012 to 01st July 2012	<ul style="list-style-type: none">• Conduct Observation flights and submit observation reports to Senior Management of Inflight Services.• Enhance service delivery on board and provide feedback about service procedures, standards and product.• Coach, guide and mentor On board leaders and Cabin Crew• Guest and Crew Interaction.• Drive positive change within the cabin crew community and discuss revision in products, policies, procedures at Cabin Crew Bases.• Conduct time and motion study and submit reports to Senior Management of Inflight Services for new services, procedures introduced.
Senior Cabin Manager - Inflight Services From 1st February 2008 to 01st May 2005	<ul style="list-style-type: none">• Lead Cabin Crew on International flight to provide service excellence• Mentor, coach and develop Cabin Crew• Comply with regulatory and company standards
In-Flight Executive - Inflight Services From 1st May 2005 to 01st February 2008	<ul style="list-style-type: none">• Lead Cabin Crew on domestic and international flight to provide service excellence• Mentor, coach and develop cabin Crew• Comply with regulatory and company safety standards
Cabin Crew – Inflight Services From 21st August 2000 to 01st May 2005	<ul style="list-style-type: none">• Operate domestic flights• Comply with regulatory and company safety standards

Professional Strengths :

- Data management and Process Implementation
- Performance Management
- Strong verbal and written communication, Interpersonal and Leadership qualities with presence of mind.
- Team liaison, ability to work well in a team environment.
- Confident and able to work under pressure, excellent leadership skills.
- Good decision making skills and analytical abilities.
- Excellent Motivator, passionate about my job with a good sense of humour, vibrant and energetic.
- Flexible and Adaptable.
- Coaching and motivational skills

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Education :

- 1994 - 97 - M. M. K. College of Commerce & Economics - T.Y. B Com Mumbai University, Maharashtra
- 2015-2017 - MBA in Marketing from ICFAI University,(Institute of Chartered Financial Analysts of India University), Sikkim.

Additional Information :

- Avid Reader/ Traveller/ Photographer/ Scuba Diver