

Mohini Chari

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PERSONAL VITAE

In quest of management level position in Revenue Management, Operations, Data Analytics, logistics & supply chain management and Quality Management.

EXECUTIVE SUMMARY

- ⇒ Currently working with **Jet Airways India Pvt. Ltd., Mumbai** as '**Manager-Revenue Management**'.
- ⇒ Technically competent professional with 15years rich experience in the Aviation sector.
- ⇒ Strong analytical & interpersonal skills with proven abilities in Data analysis & Team Management.

ORGANISATIONAL EXPERIENCE

Recent achievements:

- From OCT18-MAR19 YOY 8% growth in overall RASK for ASEAN.
- 9% Premier RASK improvement YOY for OCT18-MAR19.

Growth Path

Manager-Route Optimization: Jet Airways (India) Ltd. (NOV'14- till date)

Current Responsibilities:

- Business Consulting, Business continuity plan.
- Inventory Management, Demand Forecasting, Route Optimization.
- Making Pricing & Inventory strategies.
- Route Profitability, RASK improvement, Capacity Planning, Rationalization.
- Team building and training.
- Improve codeshare & interline revenue working with partner airline-QF/GA/VN/EY.
- Critical flight management.
- Key performance indicator (KPI) analysis and post flight reviews.
- Training the System for Optimum results.
- Inventory Management (Yield, Occupancy Ratio)
- Demand Forecasting, Trend Analysis.
- Extracting reports / creating reports from BO, MIS and give Inputs and suggestions to sales team, Market Analyst and Pricing Analyst

International flight analyst (Jul'11- Oct'14)

- Revenue optimisation, critical Flight Management for gulf flights, by using airmax.
- Review recommendations & forecast generated by the system on an ongoing basis.
- Key Performance Indicator (KPI) Analysis & Post Flight Reviews
- Execute day-to-day Equipment change / any operational level requirements
- Co-ordination with sales, operations, airport services & other departments to enhance revenues.
- Group approvals (to group desk) and fare / price quote for group
- Ensure all the system interfaces are working as desired.
- Inventory management / discount class allocation based on guidelines set by the Route controllers. Reduce spoilage & dilution on flights based on agreed targets
- Increase seat factor, revenues, and passengers & market Share as per agreed targets.
- Provide feedback / suggestion to the Route Controllers for any pricing action to be taken.
- Demand forecasting, seasonality building, manage DNB & No show factor efficiently.

Quality Analyst for International operations (Oct'07 – Jun'11)

- ⇒ Conducting regular briefing sessions for the staff members & giving individual feedback to staff members if he/she requires any improvement.
- ⇒ Escalating difficult issues faced by the staff members on daily basis.
- ⇒ Coordinating with Operations for regular improvement in team members' performance.
- ⇒ Conducting process related training for new recruits in the International Department & explaining them their job profile.
- ⇒ Conducting calibration sessions with operations Analyst to monitor performance of the team.

Customer Service Professional: Intl operations Jet Airways (Jun'06 – Sep'07)

- ⇒ Making international reservation for passengers and agents on SABRE (Semi Automated Business Research Environment) a Computer Reservation system (CRS).
- ⇒ Directly interacting with the various people / departments involved in servicing the clients:
 - Travel Agents regarding Bookings, Fare Calculations, Flight Schedule.
 - Ticketing counter Staff regarding Fare Calculation and Calculating difference in fare if any.
 - Speaking to the other airline staff for accommodation of passengers on their flights.
- ⇒ Guiding and informing both passengers and travel agents about different level of fares for various international sectors as well as assisting passengers regarding confirmation of seat by placing them on priority in a flight if their booking is waitlisted.

Customer Service Assistant: Domestic operations Jet Airways (Apr'06 – Jun'06)

- ⇒ Making reservations for Passengers on SABRE (Semi Automated Business Research Environment) a Computer Reservation System (CRS) as well as assisting passengers regarding flight schedule to various destinations.
- ⇒ Handling flight delays and schedule changes in a timely manner by informing the passengers to avoid inconvenience and confusion.
- ⇒ Guiding passengers for change in flight schedule as per their preference and assisting those regarding confirmation of seat by placing them on priority in a flight if the booking is waitlisted.
- ⇒ Energetically interacting with travel agents regarding bookings and flight schedules as well as guiding passengers and travel agents about different levels of fares in various sectors.

Customer service associate with MAGUS Customer Dialogue (Aug'03 – Apr'04)

- ⇒ Worked for Standard Chartered Bank process, calling up customers for feedback regarding services rendered by the bank.
- ⇒ Worked for HDFC standard Life insurance project. Educating the customers about the insurance plans.
- ⇒ actively set up the process for 'Essar Agro Tech' (Essar Group).

ACADEMIC CREDENTIALS

- ⇒ **MBA (specialisation in operations)** from ITM group of Institutions, Mumbai.
- ⇒ B.Com. from Seth M.V & L.U College of Commerce, Andheri, Mumbai in 2003.
- ⇒ Diploma in Manual Accounting.
- ⇒ Diploma in Taxation.
- ⇒ Diploma in Computerised Accounting (Tally 6.3)
- ⇒ Certified in International fare & ticketing.
- ⇒ Completed MDP (Managerial development program) through DDI consultants

Skills

- ⇒ Strategic Planning, Data analytics, process improvement, decision making, Leadership & team handling.

Trainings attended

- ⇒ Attended Customer Excellence Training conducted by Jet Airways.
- ⇒ Six Sigma Green Belt completed in Jun 09.
- ⇒ Revenue management concepts training conducted by Etihad training department, at AUH.
- ⇒ Performance Management-training by AON Hewitt.
- ⇒ Decision making workshop by DDI consultant at Delhi.
- ⇒ Team building workshop by positive strokes at Kolkata.
- ⇒ Care team training for emergency response & family assistance programme.
- ⇒ Managerial Development training (MDP) by DDI consultants.

COMPUTER PROFICIENCY

MS Word, Advanced MS Excel, MS PowerPoint, Internet Explorer.
Well worse with power BI tool & tableau.

HOBBIES

- ⇒ Travelling, music, yoga, & cooking.

PARTICULARS

- ⇒ **Address:** 003/36, Sanskruti Bld. 35-37 CHS, Thakur complex, 90 feet Road, Kandivali(E), Mumbai-400101.
- ⇒ **Date of Birth:** 12th May 1981.
- ⇒ **Passport No:** L2870335
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Signature:

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