

MR. PRAFUL VINOD PARDHI
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Objective – Work with growth oriented organization of high repute and provide value addition to the organization by using my professional experiences in delivering challenging and enriching assignments.

Highlights

An aviation industry **service-oriented professional with over 13 years of experience** in Jet Airways (India) Ltd. A brief overview of work done is mentioned below:

- **Currently working in In-flight service training department.**
- **First Class and Premier Cabin** training executive and content developer.
- **Training executive for Economy Cabin** trainings.
- **Panel member of Jet Airways recruitment team** for cabin crew.
- **Leading third party corporate training programs** of Jet Airways (India) Ltd for hospitals, automobile sector, etc.
- **Core member in setting-up and managing operations** for Jet Airways Training Academy (JTA) with **responsibilities across sales & marketing, training & development & logistics** for aspirants in aviation industry for Inflight services and Airport services.
- Senior cabin crew in in-flight service department.

Others

- Part-time trainee with In-flight catering department of TajSats – food production department.
- Part-time trainee with Hotel Leela Kempenskie group - food & beverages department.
- Also worked part-time with an event management company.

Detailed Work Experience

1. In-flight service training (January 2013 to till date)

- Responsible for First Class and Premiere Cabin in-flight service training content development and update for Fleets Boeing 777, Boeing 737 and Airbus 330 as per defined training standards.
- Also conduct trainings for First class, Premier cabin for both wide body and narrow body aircrafts , economy cabin, Leadership training, senior cabin crew training , aircraft type service conversion training program, Duty free training and Check crew training program.
- Identify areas of development in the service training department and also initiate changes by maximizing usage of available resources in training.(e.g. time, money and manpower).
- Impart training for *ab intio* and also experienced cabin crew for wide body and narrow body aircrafts - as per defined training standards.
- Conduct trainee appraisals / monitor overall performance of trainees and providing constructive feedbacks for their development.
- Induct new trainers in First Class and Premier Cabin on wide body and narrow body training programs.
- Responsible for ad hoc projects such as Premier Refinement Campaign, Know Your Craft - Premier Cabin Campaign, Dedicated premier cabin training.
- Led wine appreciation awareness project.
- Active involvement in departmental meetings to discuss and decide on development strategies.
- In addition to above, undertake responsibilities for Internal Audit Closures.

2. Panel member - Cabin crew recruitment (January 2013 to till date)

- Actively involved in conducting interviews of aspirant cabin crew pan india.
- Evaluate aspirant cabin crew on the parameters / guidelines set by Jet Airways (India) Ltd and shortlist meriting candidates for selection process.

3. Lead third party corporate trainings programs of Jet Airways (India) Ltd. (January 2013 to till date)

- Responsible to generate ancillary revenue for the company.
- Managing the overall third party corporate training programs of Jet Airways (India) Ltd.
- Responsible for developing and executing sales & marketing strategies for third party corporate trainings.
- Impart training pan India for sectors like hospitals, automobile for various front line and back office department (doctors, surgeons, nurses, engineers, etc.) sales & marketing staff and grooming executive.
- Conducted **Jet Spark** training on the aviation industry for school students.
- Develop customized and elaborate training content.

4. Jet Airways Training Academy (JTA) (December 2010 to December 2012)

- Core member in setting-up project of JTA.
- Developed a team of highly energetic and motivated JTA members.
- Inducted team members at Mumbai, Delhi and Kolkata base in training and sales & marketing.
- Single-handedly managed responsibilities such as sales, marketing, training & development for the initial period of 6 months. Have been an integral member in developing, streamlining, strategizing and marketing multiple initiatives and business projects.
- Highest ancillary revenue generator with maximum candidate enrolments since inception of JTA.
- Developed and executed in-flight Service trainings, Crew Resource Management (CRM), Basic Aviation Safety, First-Aid, etc.
- Actively organized and conducted promotional events, seminars, career guidance programs within JTA centres, schools, colleges and job fairs across Mumbai & Delhi for promoting JTA by giving presentation at mass and individual level to candidates and faculties..
- Undertook Additional responsibilities of managing finance, administration and staff rosters.

5. Senior cabin crew in In-flight service department (May 2005 to December 2010)

- Initially worked as an online cabin crew for 3 years and promoted as Senior Cabin Crew for 3 years.
- As Senior Cabin Crew used to provide on-the job training to aspirant and experienced cabin crew in inflight services, safety, first-aid, dangerous goods, Aviation security etc to perform excellent duties aboard the aircraft on Boing 737 , 777 and Airbus 330 / 300 / 200.

6. Other work experiences

- Part-time trainee with In-flight catering department of TajSats - food production (1 year).
- Part-time trainee with Hotel Leela Kempenskie group - food & beverages department (6 months).
- Also, worked part-time with an event management company (2 years).

Key Soft Skills

- Customer service-oriented.
- Exceptional interpersonal communication skills.
- Effective leadership and team handling abilities.
- Strong negotiation and analytical skills.
- Excellence in crisis management and conflict resolutions – calm under pressure.
- Efficient multi-tasker.
- Influential mentor and motivator.
- Meticulous and focussed.
- Project management skills.
- Proficient in grasping new concepts and its application in effective management.
- Ardent public speaker.

Language power and computer literacy

- Fluent in written and spoken English.
- Good command on regional languages - Gujarati, Hindi and Marathi.
- MS Office and other related important tools.
- Excellent online researching skills.

Interest and Hobbies

- Researching on internet and reading to remain updated with aviation and other industries, to be up to date in current affairs, world economy, etc.
- Professionally played Football at inter school level and Cricket at University and Club level.
- Passion for travelling and trying different cuisines.
- Completely into listening to Music and dancing.
- Networking and listening and learning from people experiences.

Extramural Engagements and Accolades

- Participated in Yates Plus – Train the Trainer program.
- Participated in Jet Airways (India) Ltd. – Train the Trainer program.
- Participated in Jet Airways Training Academy – Train the Trainer program.
- Participated in cultural competitions, elocutions competition and debates.

Scholastics

Sr. No.	Qualification	University	Year
1.	Hotel Management	Institute of Hotel Management (IHM), Mumbai	2002-2005
2.	Higher Secondary Certificate (HSC) (Science)	Mumbai University	2002
3.	Secondary School Certificate (SSC)	Mumbai University	1999

Personal Dossier

Date of Birth : 8 April 1982

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Marital status : Single