

# Sharol D'souza

*Tel: +91 9820110009*

*Date of Birth: September 13, 1986*

*Email: [sharol.dsouza13@gmail.com](mailto:sharol.dsouza13@gmail.com)*

*Address: 703 E, Raheja heights, A.K Vaidya Marg Ext.,  
Malad (E), Mumbai 400097.*

## Career Objective

To further my career in an organization that will explore and capitalise my leadership ability, managerial prowess and experience in People and Human Resource Management, to benefit mutual growth and success.

## Educational qualifications

Degree	Year of Completion	University/College	Marks Obtained
Certification in Lean Six Sigma Green Belt	2019	Manipal University	97%
PGDBM (HR Management)	2015	NMIMS	First Class
Bachelors of Management Studies (Hons.)	2007	St. Xavier's college, Mumbai	71%
Class XII (science)	2004	St. Xaviers college, Mumbai	71.17%
Class X	2002	Dominic Savio High School	84%

## Detailed Professional Experience\*

\*Relevant and managerial experience highlighted in BOLD

### Jet Airways India Limited, Mumbai

**June 2007 – Present**

**Total 3 positions held (given below)**

*Total Duration of employment: 11 years 10 months*

#### Position held: **Quality Assurance**

*Duration of experience: 6 months*

Description of work conducted:

- Assistance provided through review of Standard Operating procedures, development of operating manuals, preparation of review checklists, preparation of presentations on review findings including data and gap analysis
- Preparation of a training module on the guidelines to be followed by cabin crew on documentation
- Prepared a in-flight scheduling and roster manual containing detailed procedures
- Conducted review of departments, policy and procedures followed with a view to identify gaps and also suggested control improvements
- Performed a detailed review of the In-flight service delivery manual

#### Position held: **Service Instructor**

*Duration of experience: December 2016 onwards*

Description of work conducted:

- Currently conduct Service trainings for the following aircrafts:
  - Airbus 330
  - Boeing 777
  - Boeing 737
- Conducted Induction/ Ab-initio trainings for new joiners to work in First class, Premiere class and Economy class cabins
- Assisted in developing and modifying Service and Grooming training material
- Conduct periodic evaluations of the trainees to assess understanding of subject matter

#### Position held: **Senior flight attendant**

*Duration of experience: June 2007 onwards*

Description of work conducted:

- Trained to operate the following aircrafts:
  - Airbus 330
  - Boeing 777
  - Boeing 737

- Worked in First class, Premiere class and Economy class cabins
- **Worked as a Team leader and mentored new flight attendants to perform their duties efficiently**
- Successfully dealt with medical emergency cases, sensitive customer scenarios on flight
- Rewarded through multiple personal customer feedback and firm appreciation letters for outstanding quality, safety and performance
- Attended and successfully obtained greater than ninety percent marks in trainings covering Service delivery, Crew Resource Management, Safety, First aid, Aviation Security and Dangerous Goods

#### The Travelling Salon

December 2015 – October 2016

**Position held: Owner**

Description of work conducted:

- Conducted primary and secondary research of the Beauty and wellness industry in India
- Developed a detailed business strategy and plan
- **Prepared the recruitment and selection plan for potential staff**
- Developed marketing and social marketing campaigns to raise brand awareness
- Co-developed and launched the website and also managed the search engine optimisation
- Developed a competitive pricing strategy for the service offerings
- **Developed detailed Service instructions and Training material for hired staff**

#### Remanika Clothing Private Limited

April 2007 – June 2007

**Position held: Marketing and Quality Executive (Internship)**

*Duration of employment: 3 months*

Description of work conducted:

- Handled the brand promotion in initiatives through strategic tie ups to increase awareness leading to better sales
- Made pitch presentations to major retail, food and financial services companies to help build the brand
- Conduct reviews of production processes with an objective of cost saving and reducing wastage

#### Godrej and Boyce manufacturing Company Limited

April 2006 – June 2006

**Position held: Trainee Finance**

*Duration of employment: 3 months*

Description of work conducted:

- Performed a review of the machine usage, expense on materials, labour etc. related to the various production facilities/ units
- Performed a comparative analysis of the metrics across the different production units

#### Training programs / Research conducted

- Leadership development program
- Event Management Program in collaboration with a Leading Indian event management company
- Attended Public speaking and train the trainer programmes
- Detailed university research project on the '*HR practises in the Indian Aviation Industry*'
- Effective listening and communication skills
- Actively participated in Social Involvement Programs
- Conducted workshops on Theatricals and Contest management

#### Other Information

- **Technical Skills:** Intermediate level in Microsoft Word, Microsoft Excel, Microsoft PowerPoint.
- **Languages Known:** English, Hindi, Marathi and Konkani
- **Marital Status:** Married
- **Nationality:** Indian