

Resume

Objective:

To contribute my knowledge skill towards a globally integrated organization empowered to achieve best of class results with an objective to share my vision, creative drive and commitment to succeed backed by my educational background in Aviation and to study new things to accomplish the top of my work.

PERSONAL DETAILS

- Name : Paramjeet Singh Mahinder
- DOB : 01/10/1987
- Marital Status : Single
- Nationality : Indian
- Languages Known :English, Hindi & Punjabi

EDUCATION

- SSC : Year - 2004-05
- HSC : Year – 2006-07
- Graduation – 2010-11

EXPERIENCE

- **Worked with Concentrix Pvt Ltd Jet Airways Intl Process (Team Leader for UK/USA/Canada) – July 2011 till June-2017**
 - Provide efficient guest service and optimize revenue
 - Quick decision making
 - Provide Customer Service on call and provide various customer service functions (reservation/cancellation/refund)
 - Effective leadership quality and rostering staff as per process requirements.
 - Good analytical and Interpersonal skill
 - Check flight status including catering uplift and SSR requirements
 - Manage special situations and escalations (Flight disruptions/cancelation/overbooked flights)
 - Handling email escalations from guest relations/social media Team

- **Currently working as Supervisor with Jet airways India Ltd (IOCC-Cabin crew flight coordinator) – June17 till date**
 - Monitor Day to Day Operation for smooth functioning & on time departures
 - Ensure the correct crew compliments are allocated for all flights on the day of operations across the network Monitor Cabin Crew connecting Flights to avoid delay and maintain OTP.
 - Monitor network operation and liaise with Pre-Ops & respective Bases
 - Notify Duty Manager - IOCC regarding the FDTL limitations.
 - Inform crew of flight delays before they report to flight dispatch.
 - Coordinate with other all base station for crew pattern changes due disruptions.
 - Submit FDTL extension report [Daily / Monthly reports].
 - Generate and maintain report of delayed flights due in-flight Dept, [Daily / Monthly reports].
 - Provide all information to Manager (OTP) in regards to any delay due to In-flight Dept.
 - Prepare action plan for the critical connections based on Winter/Summer & Rainy schedules
 - Check FDTL and FT for the each Flight in adherence to the DGCA rules.
 - In case any extension occurs the same will be reported to Flight Safety Department.
 - Maintain On Time Performance.
 - Prepare Action Plan for the Delayed / Diverted / Disrupted Flights.
 - Generate APIS for the crew and send the same to the Border Security of the concern country.
 - Interact with Cabin Crew Scheduling Team and Suggest new patterns for better crew utilization.
 - Maximum utilization of the crew to avoid additional hotel cost.
 - Minimum roster changes to the planned roster and maintain the stability of the planned roster.

ABILITIES

- Believe in hard working.
- Able to work in any shift.
- Knows Guest Handling, maintaining Guest Relations.
- Complain Handling.
- Guest satisfaction.

Extra Certification

- IATA (International Air Transport Association)
- IELTS (International English Language Testing System)
- Kenyon (International Emergency Services)

