

Hemant Shetty

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Duty Officer with 23 years of strong experience in all aspects of Air Cargo Operations Management, with Jet Airways.

I am experienced in cargo operations, warehousing, cargo documentation, inventory management and handling regulatory norms. I have strong organizational, interpersonal and communication skills. I can multitask and work well with people and team. I constantly strive to achieve a position that would give me an opportunity to project my skills and aptitude for organization growth and services.

WORK EXPERIENCE

Jet Airways Pvt.Ltd – March 2019 to Present

Duty Officer:

- Work closely with department managers to maintain cargo handling and ensure the needs of the clients are met.
- Support correct and timely processing/movement of inbound/outbound freight for assigned flights in accordance with policies & procedures
- Supervise cargo handlers in build-up of cargo and for loading in containers/ trollies and cargo palettes.
- Provide and ensure reliable customer service delivery and on time performance by providing leadership, operational direction and resources required.
- Develop professional relationship with internal and external customer for effective cargo operations.
- Adhere to the appropriate standards of safety and security and ensure they are achieved with best practices.
- Responsible to ensure team adheres to the company policies and procedures, upholding safety and security.
- Handle and resolve critical issues with department managers and internal teams and effectively deal with situations.
- Identify any improvement or training needs of team and coach, mentor and help to improve their knowledgeor skills.
- Providing guidance and direction to subordinates, including setting performance standards and monitoring performance
- Provide all necessary information to department manager, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Complete appropriate paperwork and systems entries and ensure error free documentation
- Delegate responsibility for resource allocation and utilization.

Roles at Jet Airways Pvt.Ltd.

- Handling shifts.
- Monitoring of arrival cargo load movements.
- Planning and dispatching of departure cargo loads on flights.
- Handling customer queries and providing required information.
- Clearing dangerous goods.

Personal Traits:

- Positive Attitude
- Proactive
- Initiative and commitment
- Hardworking and sincere

- Self-motivated

Supervisor

EDUCATION

Bachelors in Commerce

Mumbai University - Mumbai, Maharashtra

Diploma in Airline

Trade wings institute

ADDITIONAL INFORMATION

Skills (Technical/Non-Technical)

Technical:

- Certified in Dangerous Goods Regulation training (jet airways approved)
- Certified in Basic Cargo Training
- Certified in Customer Service Excellence
- Certified in Business Writing Skills
- Thorough knowledge to manage logistics operations for all types of cargo
- Strong experience in cargo documentation and all consolidated operations such as Shift Management and duty allocation
- Ability to Manage RAMP equipment's to offloading cargo flights in competitive periods
- Ability to distribute all types of cargo as per handling instructions
- Experienced to handle any work emergencies
- Conversant in cargo application software systems
- Lead and develop team by training, motivation thereby aiming to optimize department performance
- Train employees on new standards and procedures• Track record in Cargo Operations, management processes.

Non-Technical Skills:

- Effectively communicate with clients at all levels and provide ideal service
- Excellent team management skills, process & people management.
- Excellent interpersonal skills with a focus on listening and questioning
- Excellent verbal and written communication skills
- Leadership skills