

Shilpa Pardeshi

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CAREER OBJECTIVE

To reach a position of responsibility that will give me the opportunity to utilize my experience to the optimum towards organizational growth and make my skills speak my position as an effective and efficient employee.

HIGHLIGHTS

- Total experience of 20years in aviation industry.
- Ability to work well under pressure and tight deadlines.
- Professional, focused and Goal oriented.

WORK EXPERIENCE

Company	:	Jet Airways (India) Ltd.
Designation	:	Team leader -Revenue Management Support
Period Worked	:	Since 29th Nov 1995 - 29 th Nov 2016

Job Profile:

Key Responsibilities as Team leader - Revenue Management Support – E1 (Since Jun '10):

- Driving a team of efficient and professional employees with an aim to be target achievers and performers.
- Prepare reports on a monthly basis pertaining to waivers authorized thereby keeping a track of revenue dilution.
- Audit checks on processes thereby maintaining seamless process and avoiding ambiguities.
- Maintain audit checks on confirmation queues and providing feedback to the optimization team regarding inventory issues thus avoiding inventory spoilage.
- Providing suggestions, recommendations to reduce manual intervention thus saving on manpower.
- Liase with the GDS team for testing and implementation of various Revenue Integrity projects.
- Work with the call centre to streamline processes.
- Address queries, feedback and complaints from internal departments such as Guest Relations, Airports and Sales.
- Assist to develop internal processes and procedures for the team.

- Co-ordinate, handle and manage unplanned disruptions due unforeseen circumstances such as natural disasters, strike etc.
- Liase with the Scheduling team, GDS for inventory abuse.
- Identify resource requirement and training needs and working closely with the 9W/S2 group desk teams with an aim to maximize group bookings, revenue within the network.
- Delegating and supervising day to day activities within the shift.
- Prevent revenue leakage through inventory spoilage.
- Leading, mentoring & monitoring the performance of the team to ensure efficiency.
- Independently handling confirmations, schedule changes pertaining to Jetlite.
- Train new joinees on all RM job related functions.
- Analysing problems and finding appropriate solutions.
- Preparing and maintaining a monthly roster for all the staff and taking care of the daily attendance.
- Independently handling the unit in the absence of the Manager.
- Assisting the Manager in processing refunds, email handling and important confirmations.
- Assisted in handling project for automating re-accommodation process called IROP. Had done all the necessary testings and evaluated a tool to be suited for the current re-accommodation process.

**Responsibilities as Supervisor -Reservations – A1
(Apr 2002):**

- Execute the gauge or equipment changes as per recommendations received from the Route Managers.
- Queue Servicing for booking confirmations and Special service request.
- Perform Pre Flight Checks.
- Carry out unplanned schedule changes and execute the re-accommodation process in case of change of aircraft, delay, and combinations of flights or routine flight disruptions.
- Liaison and co-ordination with other units of the department for optimization of revenue and seat inventory.

**Responsibilities as Sr. Customer Service Assistant –A2
(Apr 99):**

- Reservation & Booking of seats
- Issuing of rebated staff tickets
- Issuing of PTAs(Prepaid Ticket Advice)
- Rendering services to patrons in normal customer cases as well as special attention given to passengers having difficulties like stretchers & meda cases.
- Self-involvement in solving any airport queries & providing necessary aid to customers.
- Providing functional support and direction to the associates on job training.

**Reservation cum Ticketing Assistant
(Oct'97)**

Educational Qualifications

Year	Degree	College/ University
1991	B.Com	M.L. Dahanukar college of commerce(Mumbai)
1987	H.S.C	M.L. Dahanukar college of commerce(Mumbai)
1985	S.S.C	Parle Tilak Vidyalaya (Pune Board)

Additional Qualifications

- Trained to work on SABRE system for Reservations.
- Educated in Manual Ticketing/E Ticketing.
- Proficient in Telephonic etiquette.
- Competent in Customer Service.

Personal Information

Nationality : Indian
Marital Status : Married
Date of Birth : 21st July 1970
