

Farooque khan

Bhartiya Encalve Block B, Flat no-4D ,33 kaikhali Road ,Kolkata-700136 , west Bengal

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A highly talented customer service Assistant cum load controller, have 10 years experience in aviation industry related to cargo, check in counter, departure and Ramp Operation, and provides leadership and direct supervision to a team of staff, who are undertaking all loading, Off loading & equipment operation activities to handle in-coming and outgoing flights as allocated. Responsible for supervising the loading and off-loading of aircraft in accordance with the loading instructions, liaising with all departments and sections where required.

Core Competencies

<ul style="list-style-type: none">• Team Management• Customer Service• Ramp safety Management	<ul style="list-style-type: none">• Documentation• Computer skills• Time management	<ul style="list-style-type: none">• Logistic Systems• Supervisory skills• Managed resource
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Professional Experience

JET AIRWAYS INDIA LTD- Netaji Subhash Chandra International Airport Dum Dum Kolkata,

Senior Customer Service Assistant (2012 till date ..)

- . Provide efficient guest service and optimise revenue.
- . Perform allocation assigned as per the roster.
- . Ensure safe/ efficient operation of all activities at the Airport.
- . Responsible and accountable for identifying safety risks in accordance with a risk assessment process and ensures adequate risk mitigation steps are appropriately implemented in order to ascertain safety within the workplace.
- . Perform various ground service function's at the airport (check-in / boarding gate, BMA, arrivals etc.)

Senior Cargo Assistant (year 2006 till 2012)..

Tajats Air Catering Netaji Subhash Chandra International Airport Dum Dum Kolkata, India - As a

In-Flight Supervisor (.2005 till 2006)

ACADEMIC QUALIFICATION

- Secondary- from D.B.M.S Career Academy (2000)
- Senior Secondary – From D.B.M.S Career Academy (2002)
- Graduation from Deoghar University 2006
- Graduation from Madhurai Kamraj University (2018)

PROFESSIONAL QUALIFICATION

- Vocational Course in Catering Management from D.B.M.S Career Academy 2002
- Diploma in Aviation and Hospitality Management From Frankfinns in year 2005
- Successfully Completed Basic Cargo and Cargo Automation .
- Successfully Completed Basic Load Officer Training.
- Successfully completed Basic Airport Handling & AVSEC
- Successfully Completed Dangerous Goods Regulation Category 09.
- Successfully Completed Load And Trim Sheet B737-700-800-900 ER

PERSONAL INFORMATION

- Height : 175cms
- Weight : 76kgs
- Hobbies : listening to music, and working out at Gyms
- Languages Known : English, Hindi, Bengali & Urdu.

PASSPORT DETAILS

Passport no. – : M 1940429

Place Of Issue – : Ranchi

Date Of Issue – : 16th oct 2014

Date Of Expiry – : 15th oct 2024