

# Curriculum Vitae

## **Madhurima Neogi**

Flat# 85, Ratnakar Apartments,  
Plot #21, Sector – 4,  
Dwarka,  
New Delhi – 110078, India  
Mobile # 9999210707, 9810634305  
Email – madhuneogi@yahoo.co.in

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## **Experience:**

### **Jet Airways (I) Pvt. Ltd.**

#### **Manager Cabin Appearance since March 2008**

- establish aircraft cabin standards reflecting policies with respect to cabin décor, soft furnishings, colour co ordinations, samples with part numbers, cabin layout and presentations
- establish consistency in quality of products offered to guests
- prepare and present revenue capital and manpower budgets for department
- ensure on-time completion of jobs designated by monitoring and coordinating with staff under direct control, contracted or employed
- follow preventive maintenance and scheduled refurbishment programs
- follow up on guest feedback, in-flight and service quality reports and ensure prompt corrective measures are taken to solve problems and prevent them from recurring
- manage staff discipline through counselling, teamwork, fair and just administration in accordance with the company policies
- provide continuous training to staff and monitor on the job performance, periodic appraisals are made and discussed individually
- ensure all assets are maintained in good condition through regular servicing and proper utilisation
- Ensure all records are maintained while monitoring that all cost factors are well within the budget approved without compromising on quality standards.
- Conduct periodic ASA+ SMS training as authorised safety trainer for the department at DEL.
- Ensure CA familiarisation & refresher training in all non metros across the network. Prepare & review/revise module as per updates. Track schedule for training. Ensure trainings/refreshers conducted as per schedule, seamlessly. Collate related data/reports. Summarize and highlight key issues to respective leaders for corrective/preventive action.
- Ensure closure of issues/feedbacks received through FRS/social media. Ensure detailed investigation followed by adequate action (disciplinary & preventive/corrective).
- Ensure effective/ appropriate communication in relation to feedbacks, audits and while disseminating important information.

## **Achievements;**

- One among three who were responsible for the setting up of the department for 9w at DEL.
- Started and handled International operations for the Airline at Delhi station.
- Setup base at JFK International Airport, New York, USA for the airline before beginning of daily service to JFK
- Responsible for recruitment of officers for the department for base station.
- Responsible for the Yearly Budgets for the station through optimum utilisation from minimum resources.
- Trained staff of American Airlines for base start up as a part of GSA arrangement at JFK.
- Responsible for achieving set targets for service quality and ground safety standards through regular and ad-hoc audits.
- Handled the first ICAO audit for the department at base.
- Appreciated for possessing & displaying excellent communication skills consistently.

**Additional Role:** Active member of ICC (Internal Complaints Committee for Sexual Harassment of Women at workplace) for the company since 2013. Redressal of complaints of sexual harassment cases as and when complaints are received.

## **Asst. Manager-Cabin Appearance from April 2002 to March 2008**

### **Cabin Appearance Executive from June 1996 to March 2002**

#### **2) Executive House-keeper**

Worked with Shiv Nivas Palace Hotel, Udaipur (a unit of Historical Resorts & Hotels Group) as Executive Housekeeper from November 1995 to May 1996.

Key responsibilities: This being a senior management position, required taking responsibility of the overall operations of the housekeeping department being a resident in the hotel. Staff recruitment, training, performance management, staff welfare, yearly budgeting of the entire department. Also co-ordinating with other departmental heads for events and occasions in the hotel and general meetings for policies and implementation of changes and improvements in processes.

#### **3) Assistant Housekeeper**

Worked with The Taj Mahal Hotel, New Delhi (Taj Group of Hotels), from April 1993 to April 1995

Key responsibilities: Trained at supervising all areas vis-à-vis housekeeping like floors, rooms, laundry, linen room, public areas, housekeeping desk.

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## **Educational Qualifications**

### **Graduation**

B.Sc. (Physics Honours) and B. Ed from Regional College of Education, Bhubaneswar from 1988 to 1992.

### **Senior School**

AISSCE under C.B.S.E from Kendriya Vidyalaya Charbatia, Orissa in the year 1988.

### **Professional**

- Certificate Course on Computer Basics & MSOffice from NIIT, New Delhi
  - Graduate Training programme at The Taj Mansingh, New Delhi
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## **Personal Details**

Date of Birth	: 16th June 1971
Father's name & Occupation	: Late Mr T. N. Neogi : Retired Central Govt Officer
Marital Status	: Single
Passport No.	: P2386627
Hobbies	: Indian classical dancing, travelling, listening to music