

Sujit Patankar

May 16 th 1974

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CAREER OBJECTIVE

Providing exceptional hospitality experience to customers and be an enabler in hospitality industry to define hospitality benchmarks.

EXPERIENCE

Jet Airways, Mumbai — *Performance Manager*

2014 - PRESENT

- Managing a team of 150 crew members. Mentoring the new joiners, ensure smooth on-boarding, trainings. Also responsible for conducting the performance review of the team based off on-board products service delivery and safety.
- Conduct Safety and Service trainings
- Flight Operations

Jet Airways, Mumbai — *Assistant Base Manager*

2013 - 2015

- Manage the supervisory/administrative staff at the base including recruiting, training, coaching, mentoring and performance management
- Ensure all base and divisional goals are met
- Serve as a liaison with other departments; collaborates with other operations groups (Airport Operations, Flight Operations, etc.) to effectively manage on-time departures
- Provide reporting and follow-up to base leadership on performance

Jet Airways -Bahrain —

2012-2013 -

SKILLS

Over 20 years of experience working in the aviation industry

Strong managerial and interpersonal skills

Strong experience in understanding Safety Management Systems (SMS), safety audit, safety & security regulatory compliance

ACHIEVEMENTS

Worked in Jet Airway Chairman's personal task force.

Operated dignitaries

LANGUAGES

English, Hindi, Marathi

Jet Airways, Mumbai — *In Flight Manager*

2002 - 2012

- Ensuring that safety standards are complied with at all times;
- Suggesting and implementing relevant policy and; procedural changes to ensure legal and regulatory industry compliance
- Ensuring cabin operations are conducted in accordance with applicable to the airlines regulations and standards;
- Supervising cabin crew administrative requirements, including record system;
- Maintaining high cabin crew standards in aircraft operations;
- Ensuring that all cabin crew are regularly trained and checked according to the Airline and Authority regulations;
- Selecting and supervising cabin crew Instructors as required;
- Coordinating with the Flight Operations Department on matters concerning modifications of technical/operational procedures;
- Providing an efficient safety information service, ensuring speedy promulgation of all information and assessing Cabin Crew' reports for impact on safety;
- Develops lines of communication with departments and individuals required to complete assigned duties.
- Monitors crew health, welfare and morale, make recommendation on improvement programs.
- Ensures that flight attendants receive the support and guidance necessary to deliver superior in-flight service resulting in customer satisfaction.

Jet Airways, Mumbai — *In Flight Supervisor*

1997 - 2002

- Ensure the team delivers excellent customer service onboard
- Accountable for day to day leadership and crew management
- Ensure accurate completion of flight/company documentation, manage crew performance onboard and provide developmental feedback and more

EDUCATION

University of Mumbai, Mumbai — *Bachelor of Science*

1995

