



PALLAV JOSHI

AVIATION OPERATIONS PROFESSIONAL

PROFILE

An aviation professional with around 11 years of work experience and proven track record, looking for a job change. Having Sound exposure to Customer handling, Airport Management, Team Management & Team Training.
PHONE:

CONTACT:

9984745460

EMAIL:

Pallav105juhi@gmail.com

SKILLS

- Ramp Management
- Client Relationship Management
- Team Management
- Team Training

OBJECTIVE

To join an organization that offers me a stable and positive atmosphere and inspires me to enhance and therefore to innovate the work culture for the betterment of all parties concerned.

WORK EXPERIENCE

ASSISTANT MANAGER: INTERGLOBE AVIATION LIMITED, LUCKNOW

JUNE 2009–JUNE 2020

- Handling of reservations for customers for Domestic and International travels.
- Ensuring ticketing of Online & Offline Bookings.
- Handling Check-in of passengers along.
- Ramp handling along with the team and ensuring smooth flight operations.
- Liaise & coordinate with all concerned authorities involved in Arrival/ Departure of the Aircraft on time
- Checking Cargo and entire ground related activities.
- Preparation of daily/weekly/monthly service reports.
- Handling corporate clients and ensuring long term relationship building.
- Handling Service partners and Preparation of service partner salary.
- Customer Grievance Handling and sorting out the customer issues on time.
- Team Management & Team Training.

HOBBIES:

- Listening to Music
- Singing

PERSONAL DETAILS:

- Date of Birth: SEPTEMBER 15, 1986
- Nationality: Indian
- Marital status: Married
- Languages: Hindi, English
- Address:
H No 11, Jali Factory, Manas
Nagar, Lucknow
Uttar Pradesh-226012

EDUCATION

**MASTERS IN BUSINESS ADMINISTRATION:
HUMAN RESOURCES MANAGEMENT- LOVELY PROFESSIONAL UNIVERSITY**
2012- 2014

B.COM- MB PG COLLEGE, KUMAUN UNIVERSITY, NAINITAL
2005-2008

HIGHER SECONDARY-HOERNER COLLEGE,LUCKNOW
2003-2005

SECONDARY- HOERNER COLLGE LUCKNOW
2003

QUALIFICATIONS AND ACHIVEMENTS

- DGR Qualified
- License from DGCA- Load & Balance Controller
- Avsec Qualified
- Deputed twice at Delhi Airport
- Got Indigo Grooming Stars Award
- Multiple recognitions basis performance by the organization.

REFERENCES

To be furnished upon request.