

RESUME



Ghazaarat Rafi Shah

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Passport Number : K6920689 – **Date of Expiry :** 08-Oct-2022

Career Highlights

1. **Eight years** successful experience in airport ground customer services.
2. Confident and skilled in giving a best customer service experience.
3. Deal effectively with wide variety of people.
4. Experience in taking responsibility to accomplish a task under pressure.
5. Ability to quickly analyze a problem and develop an effective response.

Employment History

- **23 June 2012 to 31 March 2016, Customer Service Executive, Spicejet Limited, Srinagar, J&K India**
- **01 April 2016 till date, Senior Customer Service Executive, Spicejet Limited, Srinagar, J&K India**

Roles and Responsibilities

1. Delivering the highest level of Customer Service at all Customer touch points.
2. Responsible for supervising and controlling flight-handling activities such as Flight Editing, Check-in, Transfers, and Boarding, in order to ensure a high service standard is maintained.
3. Load and Trim Officer for Boeing 737-700/800/900, Boeing 737-700/800 Freighter & Bombardier Q-400 Aircrafts.
4. Working closely with all airport departments to ensure On Time performance targets are met.
5. Reviewing aircraft allocations according to the movement signals/late arrivals/loads etc. and ensuring all departments are aware of operational messages and requirements.
6. Ensuring compliance with Spicejet Safety and Security requirements.
7. Ensuring progress towards on-time flight closure and passenger boarding.
8. Coordination with Cargo, Fuelling companies, Baggage Make Up Area, Aircraft Loading Team for smooth turnaround.

Education and qualifications

Higher Secondary School, 2007, J&K State Board of School Education.

Bachelor of Business Administration, 2012, Mewar University, Chittorgarh, Rajasthan, India.

Master of Business Administration (Tourism & Hospitality), 2015, Sunrise University, Alwar, Rajasthan, India.

Achievements / Awards

1. Nominated as trainer on a new software Go Now by Amadeus at various airports.
2. Worked at different airports in various states of India under deputation.
3. Won the best groomed staff of the Year 2016.
4. Rewarded with Great Job Cards for exceptional Customer Service.
5. Rewarded with long service award by Spicejet for completing 5+ years.

Personal interests / activities

1. Enjoy outdoors and music.
2. Exploring different traditions.
3. Long drive on weekends.