

Harshvardhan Patel

E-mail: harshbharat36@gmail.com

Mob +918469278801

CAREER OBJECTIVE

- Dedicated, resourceful, self motivated, hardworking and innovative.
- Team player and comfortable working with co-workers.
- View learning as a dynamic and interactive process, believes in educating through inspiration and motivation.

CAREER OBJECTIVE

Looking for a challenging position with an esteemed Organization where my skills and experience will greatly enhance customer satisfaction and organizational success in a position offering for personal contribution and professional growth.

PROFESSIONAL EXPERIENCE

Emirates Airlines (Dubai, United Arab Emirates)

DESIGNATION	Finance Supervisor
DURATION	2004 –02/2022
LOCATION	Dubai, UAE

A. As a Finance Supervisor:

System Knowledge: AMADEUS/SITA DCS/ASCONNECT/GO NOW/SABRE/ALTEA

List of Online and Class Rooms completed training, mentioned in last 6-8 page of application while working with Emirates Group.

Operational Activity: Using above said systems for multiple airlines to issue EMD for excess baggage. After searching passenger adding excess charges with respective destinations and weight. Issuing EMD/EBT (manual) against charges, collecting money with convenient form of payment (CC/Cash/Digital Payment etc.), issuing boarding pass and releasing passenger to proceed for immigration.

Manpower Management: Planning and arranging monthly duty roster and leave plan whenever is delegated for saving manpower with cross-utilization. Allocating staff at the counters as per operational requirement and arranging additional manpower to meet contingencies like sickness or absence. Conducting induction for new joiners. Conducting HR Reviews for the staff allocated properly and timely. Delegating and distributing tasks such as sale checking to achieve proper utilization of downtime and staff development. Ensuring performance is tracked and low performance is monitored and addressed through one-on-one sessions. Keeping the staff highly motivated through appreciations, regular feedback and disciplined through corrective measures, wherever required. I have to ensure company policies; instructions etc. are brought to the notice of SAA immediately.

Service Delivery: Resolving issues rising due to customer complaints at the counters diplomatically and judiciously in order to retain customer satisfaction. Communicating, resolving issues and discrepancies with internal depts. and external customers in timely and professional manner. Visiting business locations to built trust and confidence. Ensure all process controls are in place and gaps are addressed immediately.

Pay outs and Reporting: Paying petty cash/per diem claims on time with minimal waiting time for the customer, both internal and external. Collecting and processing aircraft handling charges against processed invoices. Preparing various daily reports such as statistics/KPI/QID; ensure proper filing system, such as SharePoint document libraries or box files are maintained properly. Resolving shortfalls and discrepancies on time through incident reports and also rectifying to achieve month end reconciliation. Providing shift-activity, Summarizing activities and highlighting exceptions reports to higher management.

Stock Maintenance: To maintain stock for required level at counters/and business locations by requesting stock controller, airlines. Accepting stock from stock control, airlines and updating timely. Transferring stock as requested by senior account assistants from CSL to counters on time and monitoring that stock is released for usage in sequence. Providing stock to Business locations as and when required. Taking appropriate steps to blacklist lost documents and investigating and resolve stock discrepancies. Carry out monthly stock verification of central and location stock, initiate stock returns for airlines stopping and suspended operations.

Human Carrier Development: Ensuring that KPI and number of training sessions delivered to achieved for entire team. Participating in Quick Win and Short Term projects aligned with Strategic Initiatives and ensuring that projects are concluded on time and target.

B. Head Office Operation: Maintain revenue stock in a safe custody obtain replenishment in time and distribute to holidays operations staff for sale to ensure proper utilization and accounting of revenue documents, Maintain imp rest cash, process petty cash payments approved by the manager, prepare payment vouchers and obtain replenishment of cash float in order to ensure that day to day accounting activities have been completed in a timely and accurate manner. Prepare sales reports, credits card transmittal advices, daily collection reports and dispatch them in a timely and accurate manner so that sales are accounted for in a regular basis. Perform collections activities for cash and credit card sales in the holiday's section to ensure their complication correctly and on time

C. Crew Briefing Center Operation (In Flight Duty Free): We are handling Per diem payments, Float Receiving and on board sales collection, Commission and sales posting, Making and distributing crew allowance, making and distributing float to crew for on board duty free sale, Crew taxi claim payment, raising discrepancy against cash/Credit Card shortage, amenity shortage and refunds, Receiving and Depositing IFS staff Shop Sale, pouch clearing and preparing for flight, Clearing queries about fake Credit Cards, on board upgrade, processing Credit Card for revenue, banking of sales collection and forwarding related documents to seniors. Making Daily sales reports, cash summery, per diem payment reports, Petty cash payments reports and etc.

DESIGNATION	Sr. Sales Executive / Accountant
DURATION	2002-2004
LOCATION	Ahmedabad, India

- ⇒ Marketing for Barcode Products- Printers, Software's, Ribbon, Labels, Scanners, Security System.
- ⇒ Servicing of Printers and Scanners.
- ⇒ Production Supervision, Supervision of Marketing Executive.
- ⇒ Collecting report from Executives and Reporting to Management.
- ⇒ Weekly sales Meeting, Making Target for Executives.
- ⇒ Taking care of out station inquiries and customer calls.
- ⇒ Cash Collection and billing.
- ⇒ Prepare daily report to management and store requisition.
- ⇒ Implement the prescribed record keeping procedures.
- ⇒ Initiates, reviews and certify the contents of the purchase/store requisition as prepared by Store Keeper.
- ⇒ Provide assistance in conducting physical inventory and subsequent.
- ⇒ Getting Material inspected from concern department.
- ⇒ Generating Rejection / Shortage / Damage & Overage Report.
- ⇒ Material preservation.
- ⇒ Annual stocktaking.
- ⇒ Inputs all information into computer with latest purchase order.
- ⇒ Daily / Weekly / Monthly / Yearly Material Arrival Report.
- ⇒ Proper locating and retrieving all rejected material as well as Damage & Overage.
- ⇒ Controlling all Purchase Orders hard copy.

The Metropolitan Industries

DESIGNATION	Accountant / Export officer
DURATION	2001 - 2002
LOCATION	Lagos, Nigeria.

- ⇒ Purchase order for Material of finished goods.
- ⇒ Taking care of Incoming-outgoing Consignment.
- ⇒ As an In charge of Raw Material and Finished goods Store.
- ⇒ Payroll supervision.
- ⇒ Routine Daily Accounts work.
- ⇒ Supervision of all purchase and advance voucher.
- ⇒ Getting Material inspected from concern department.
- ⇒ After acceptance sending it to Issue section for stacking (Stock only).
- ⇒ Send Inspection Notification to end user for Direct Charge items.
- ⇒ Material preservation.
- ⇒ Annual stock taking.
- ⇒ Receiving the accepted material from Receipt sections.
- ⇒ Updating locations and receipt quantity in the system.
- ⇒ Handling Updating Return to Stock.

The City Center Hypermarket

DESIGNATION	Head Cashier/ Accounts Asst.
DURATION	1998-2001
LOCATION	Suwaikh, Kuwait

- ⇒ Screening general enquiries.
- ⇒ Provided exceptional customer service.
- ⇒ Developed reputation for prompt, efficient service with high level of accuracy.
- ⇒ Maintained thorough knowledge of store merchandise to provide helpful pieces of advice to customers.
- ⇒ Compiled and maintained non-monetary reports and records.
- ⇒ Developed constructive and cooperative working relationships with others.
- ⇒ Performed opening / closing procedures ensuring that all tasks were completed accurately.
- ⇒ Provided training to new employees on all facets of operations and job performance.
- ⇒ Routine Accounts works.
- ⇒ Collect Daily cash from cashier, give daily cash to cashier.
- ⇒ Reconciliation of sales and collection of cashier.
- ⇒ Banking of collections.
- ⇒ Generates report for sales and collections, MIS report, Bank Reconciliation.
- ⇒ Reporting to Finance manager.
- ⇒ Supplier Payments as per Credit norms.
- ⇒ Supervision of every 6 month/ Annual inventory.

TECHNICAL QUALIFICATIONS

MS.Office, Tally, Oracle Accounting, Photo editor, Multi Media, Internet browsing, MS Dos, etc.

ACADEMIC QUALIFICATIONS

Graduation : Bachelor of Commerce (B.Com)
 University : Gujarat University, Ahmedabad, INDIA.

PERSONAL INFORMATION

Personal Details:

Passport No. : M4600948

Visa Status : Employment (Transferable)

Nationality : Indian

Date of Birth : 21-07-1977

Status : Married

Languages Known : English, Hindi, Gujarati, Arabic, and Farsi.

Hobbies : Movies, Music, Internet Surfing

U.A.E driving license : Light Automatic Motor Vehicle) No.: 955434
Issued Date: 15/10/2005, Expiry Date: 15/10/2025

Declaration:

I hereby declare that the information mentioned above is true & correct to the best of my knowledge & belief.

References: Available upon request.

Harshvardhan Patel

List of Completed Training while working with Emirates Group

Name	Result	Training Type
1451302-PHT007 - KQ - ALTEA Cashiering Training	Passed with Distinction	Instructor-Led
1438588-PHT008 - WY - EMD Briefing	Attended	Instructor-Led
1384514-Aeroflot Russian Airlines (SU) - EMD Cashiering Training	Passed with Distinction	Instructor-Led
1371583-Air India (AI) - EMD Cashiering Training	Passed with Distinction	Instructor-Led
1334053-Managing Challenges - Intermediate Level	Attended	Instructor-Led
1333543-Developing Others - Foundation Level Module IYTD	Attended	Instructor-Led
1204831-Excess Baggage Ticket Issuance for Accounts Assistants	Attended	Instructor-Led
1064343-Development Planning	Attended	Instructor-Led
291486-Conflict Resolution for Service Excellence	Attended	Instructor-Led
261939-Introduction to Service Excellence	Attended	Instructor-Led
61663-Welcome Aboard - EK Group Induction	Attended	Instructor-Led
PCI DSS - Securing Point of Sale Devices (POS)(Online)	Attended	On Line Course
Protecting Payment Card Information(Online)	Attended	On Line Course
How to Use LinkedIn Learning(Online)	Attended	On Line Course
Invest in Yourself - Plan Your Development(Online)	Attended	On Line Course
TravelSky DCS(Online)	Attended	On Line Course
dnata Vision, Mission and Values(Online)	Attended	On Line Course
Protecting Payment Card Information - Front-line Staff(Online)	Attended	On Line Course
Najm Suggestions and Nominations(Online)	Attended	On Line Course
Budget .Net: Getting Familiar with Budget.Net(Online)	Attended	On Line Course
Najm(Online)	Attended	On Line Course
Information Systems Protection: Information Security(Online)	Attended	On Line Course
Call Center: Inbound Customer Service(Online)	Attended	On Line Course
Excellence in Service: Providing Superior Customer Service(Online)	Attended	On Line Course
Getting Familiar with EK Group Budgeting(Online)	Attended	On Line Course
Live Animal Regulations(Online)	Attended	On Line Course

Information Systems Protection: Information Security(Online)	Attended	On Line Course
Fatigue and Shift Work(Online)	Attended	On Line Course
Employee Assistance Centre: Employee Assistance Centre(Online)	Attended	On Line Course
Keeping It Alive(Online)	Attended	On Line Course
Skywards in Airport Services(Online)	Attended	On Line Course
Information Systems Protection: Information Security(Online)	Attended	On Line Course
Performance Matters!(Online)	Attended	On Line Course
Najm Suggestions and Nominations(Online)	Attended	On Line Course
Live Animal Regulations(Online)	Attended	On Line Course
Live Animal Regulations(Online)	Attended	On Line Course
Getting Familiar with EK Group Budgeting(Online)	Attended	On Line Course
Budget .Net: Getting Familiar with Budget.Net(Online)	Attended	On Line Course
Corporate Induction(Online)	Attended	On Line Course
Najm(Online)	Attended	On Line Course
Performance Matters!	Attended	On Line Course
Get Online	Attended	On Line Course
Employee Assistance Centre: Employee Assistance Centre(Online)	Attended	On Line Course
Protecting Payment Card Information - Front-line Staff(Online)	Attended	On Line Course
Receiving Feedback and Criticism(Online)	Attended	On Line Course
Recognising My Contribution(Online)	Attended	On Line Course
Finance Behavioural Charter(Online)	Attended	On Line Course
Protecting Payment Card Information - Back-end Staff(Online)	Attended	On Line Course
Protecting Payment Card Information - Front-line Staff(Online)	Attended	On Line Course
Data Privacy Basics(Online)	Attended	On Line Course
Protecting Payment Card Information - Back-end Staff(Online)	Attended	On Line Course
PCI DSS - Securing Point of Sale Devices (POS)(Online)	Attended	On Line Course
Protecting Payment Card Information(Online)	Attended	On Line Course

Introduction to MyBC(Online)	Attended	On Line Course
Planning My Contribution(Online)	Attended	On Line Course
Invest in Yourself - Plan Your Development(Online)	Attended	On Line Course
Problem Solving: The Fundamentals(Online)	Attended	On Line Course
Live Animal Regulations(Online)	Attended	On Line Course