

JOHAN DMELLO

A-4, Golden Spring, Sunder Nagar, Lane-2, Santa Cruz East, Kalina, Mumbai - 400098.

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Contact No. 9930564412



CAREER OBJECTIVES:

To become successful, because I believe in continuous progress, growth and I want to work sincerely in a progressive environment.

EDUCATION QUALIFICATIONS:

EXAM	BOARD / UNIVERSITY	YEAR
Post Graduate Diploma in Management (HR)	Welingkar Institute of Management	Pursuing
Bachelor of Arts	Mumbai University	2016
Higher Secondary Certificate	Maharashtra Board	2012
Secondary School Certificate	Maharashtra Board	2010

WORK EXPERIENCE:

Manager - Recruitment and Training Aug 2020 – Ongoing

WhiteHat Jr

- Train teachers on WhiteHat Jr. Platform and make them Go Live over platform.
- Train the teachers with process training along with soft skill training.
- Conducting role play, scenario based Q&A, making them understand important information and policies
- Giving necessary information about WhiteHat Jr work ethics, integrity along with compliance.
- Taking care of the Internal up gradation of the new joining teachers by giving them certain access and updating necessary input in the system so that their joining is smooth.
- Encouraging teachers and motivating them to open as many slots as possible.
- Assisted in Prescreening of sale managers' recruitment.
- Recruitment process for teachers.
- Nominated as the top performer two weeks continuously in RNR.
- Awarded letter of appreciation from the company along with vouchers.
- Helped in training many new people with the Go live process after they joined.

Duty Officer/ Trainer Apr. 2017 – Aug 2020

Bird Worldwide Flight Services – Emirates Airline

- Coordination with equipment and process teams from Dubai HQ, ensuring compliance to all protocols and maintain quality.
- Time Management and Allocation of Team Members
- Gate and Flight Closures.
- Co-ordination for Quick Turnaround of the Aircraft.
- Problem Solving and co-ordination with Emirates Operations Dubai.
- Trained Staff for Flight Control and EMD Allocations.
- Identify all issues within team and provide continuous support to all members according to operating standards.
- SPOC on behalf of BWFS Emirates Ops, with regards to new process and trainings.
- SME on Emirates Ops.

- Development and Delivery of New Training Modules.
- Responsible to ensure quality work and monitoring work progress.
- Passenger Check-in and issuance of Boarding passes, Excess Baggage collection.
- Boarding Gate and Flight Closures
- Baggage Make Up & Baggage Breakup
- Have been deputed as the Counter Service Controller & Boarding reconciliation agent
- Co-ordination of Quick Turnaround of the Aircraft.
- Handling Disruptions (Technical/Overbookings/Weather)
- Security Operations and Passenger Profiling
- Handled a team of more than 100 staff along with having performance review and planning training to help them grow and better themselves.
- Conduct training like soft skill, product knowledge, customer handling, and communication skill.
- Develop language/communication & service skill content for training purpose.

ACHIEVEMENTS:

- Participated in the 21st International Economic Convention as a Speaker.
- Speaker at the Annual Inter-Collegiate Conclave to enhance youth perspective on Indian economy.
- Participated in a number of elocution and singing competitions.

SKILL SETS:

- Sincere and Honest
- Strong Interpersonal communication skills.
- Problem analysis and problem solving.
- Organizational skills and customer service orientation.
- Adaptability and ability to work well under pressure.
- Good with team work and leading a team.
- And a quick decision maker.
- Excellent leadership qualities.
- Strong people development skills.
- Intermediate level with PowerPoint, Word, Excel.
- Worked on airline system like Shares and Aero for United Airlines and DCS, MARS, MACS and Airport Connect for Emirates Airlines for ticketing, reservation and check-in.
- Blog writing : - <https://soulking94.wixsite.com/website>

PROFESSIONAL REFERENCE:

- 1) Mrs. Anthea Vaz
Senior service agent
Emirates
Contact Number: 9820922088

PERSONAL INFORMATION:

Date of Birth: 10th October, 1994
Marital Status: Single
Gender: Male
Passport No. Z3883916

