






XAVIER P

To seek a position in company that provides an opportunity to develop a steep learning curve, a proactive role and challenging tasks and also allows me to make positive contributions.

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 #15 2nd cross itc road,
rs palya kamanahalli
Bangalore,India

Experience

**Weiwo
technologies pvt ltd**
05-08-2016 - 31-12-2018

Route Trainer

Design and execute orientation program for sales team, conduct onboarding training sessions for new hires. Organize role playing activities to simulate difficult client cases. Apply various sales training techniques, maintain updated records of training curriculum and materials.

**First source
solutions ltd**
05-01-2019 - 05-09-2019

Senior CSR

Handled customer inquires, complains, billing and payments extension service request. Professionally handled high volume calls as assigned for utility company. Effectively scheduled service appointments for current customers in a proficient and courteous manner managed follow up calls. Conducted trainings for new hires on system standard operation procedures.

Emirates Airlines
09-09-2019 - May

Logistics operations

Responsible for managing the supply chain process, handling orders and interaction, implementing safety regulations. Preparing, verify accurate cargo documentation, monitoring of consignment status and ensuring efficient documentation is available in accordance with local regulations and Company Policies. Tracing and allocation of mail shipments and flight details through sky chain. Coordinate with dubai police and customs for screening all transit mail loads. Directs in military mails, australian defence, force mails and load of all transit mails. Monitor and ensure IATA & ICAO regulations and specific carriers instructions are followed.

Maintain financial and inventory records generating reports for management review.

Direct customers interface end to end process.

Obtain flight numbers and names for crew members from dispatcher and record Data.

Manifest and export mail loads as per flights departure status with attached AWB and documents connect QRT mail shipments and former on board as per the flight status.

Education

East point college of management

Emirates aviation college (Dubai)

Other Info

Bachelor of commerce

Aviation

Skills

- Problem solving techniques
- Critical thinking
- Flexibility to work in challenging environment
- Marketing
- Sales and administration.
- Technical skills(C program)
- Linux
- Talley
- Outlook
- Ms office

Interest

- Community involvement
- Football club membership

Languages

English, Kannada, Tamil.

Others

- Good verbal and written communication skills
- Self motivated
- Able to work in challenging and stressful condition
- Adaptable
- Determined
- Hardworking
- Multi tasking.