

# Satish Ayyagari

## Guest Services Supervisor

Seeking a challenging position in a dynamic Organization where I can put my skills to effective use and contribute to the vision of the company.



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Hyderabad, India 📍

## WORK EXPERIENCE

### Guest Services Supervisor King Abdulaziz International Airport/Swissport

08/2016 – 03/2019

Jeddah, Saudi Arabia

#### Achievements/Tasks

- Designated as a Specialist to Supervise Haj and Umrah Operations from 2016-2018.
- Take full control of flight from pre-flight including edits, briefing, organization and dealing with special cases.
- Ensure accurate and timely closure of flights and the passing of final figures to flight coordinator, OCC and baggage hall.
- Provide guidance and support to staff in case of disruption. Ensure all safety and security processes and procedures are complied with all times.
- Resolve all customer service challenges in a timely manner. Ensure compliance with all SOP's and LOP's and policies to deliver the desired customer service experience.
- Involved in conducting interviews to recruit new agents. Create and maintain an ongoing and open feedback culture by managing the performance of Passenger Service Agents.
- Briefing with Pax Service Agents. Inform Aircraft type and configuration. Perform flight editing including seating of groups, PRM's, children/infants.
- Ensure Meal comments and other SSR codes are entered accurately and auctioned.
- Perform offloads upgrades and downgrades. Open gate and close checkin in timely manner. Make announcements in PA system.
- Conduct Timatic checks. Complete post flight reports and file accordingly. Ensure any items used for checkin are returned.

Contact: Fakhar Khan – fakharkhan@hotmail.com

## CERTIFICATES

Passenger and Baggage Handling Procedure  
(05/2017 – 05/2020)

Air Arabia Academy

IATA Dangerous Goods Awareness CAT-9  
(11/2018 – 11/2020)

Swissport

Aviation Security Awareness (09/2018 – 09/2019)

## EDUCATION

Master in Business Administration  
Sikkim Manipal University/Hyderabad

06/2007 – 09/2009

## SKILLS

Customer service, Decision Making, Team work, Typewriting  
45wpm

Communication skills, people management, problem solving skills, stress tolerance, conflict management, leadership, dependable, data entry skills, delegation, influencing and leading.

## ORGANIZATIONS

Swissport (02/2016 – 03/2019)

Guest Services Supervisor

Air India SATS (06/2014 – 07/2016)

Passenger Services Supervisor

Genpact (06/2012 – 05/2014)

Coordinator (Housekeeping-Infrastructure & Facilities)

Alliance Air (01/2002 – 05/2012)

Assistant Supervisor (Commercial)

## HONOR AWARDS

Certificate of Appreciation (02/2019 – Present)

Swissport

- For Exceptional performance and lasting Service contribution in Passenger Services as Passenger Services Controller.

Certificate of Appreciation (06/2006 – Present)

Air India (Erstwhile Indian Airlines)

- Felicitated by Indian Airlines for handling a Pakistani couple whose ten day old infant developed medical complications and needed urgent medical attention. Contributed in making arrangements and escorting the Pakistani couple to the hospital for the treatment.
- The action had been appreciated by Press/Ministry of Civil Aviation.

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

Telugu

Full Professional Proficiency

## SUPPORTED CAUSES

Animal welfare

## INTERESTS

Traveling