**MERCY SUSAN**

**Contact: (+91-7893044922)**

**Email:mercysusan22@gmail.com(Skype Id)**

**Career Objectives**

Focused and Dedicated with excellent planning and co-ordination skills. To be in a position where my sense of responsibility, self-motivation will be utilized for the growth of the organization.

**Professional Experience**

**Alliance Air - (Whole sole subsidiary of Air India ltd) DEC 2 – 2019**

**Senior Supervisor -Admin**

Responsible for administration work at coordinator office MRO Shamshabad.

Core Responsibilities:

* Joining formalities for new employees at Hyderabad location.
* Prepare attendance and leave record.
* Sol passages for staff.
* Prepare dependent cards.
* Certify catering, GMR and GHA bills.
* Liaison with HQ for crew requirements.
* Crew Hotels and transport facilities.
* Certify landing parking and fuel bills.
* Maintain petty cash and miscellaneous expenses.
* Liaison with GHA for day to day functions
* Staff welfare and Hr related work for employees based in Hyderabad.

**Automotive Robotics - Hyderabad**

**Executive Assistant to CEO& VP -Engineering Operations Jun-2017 to July -2018**

Responsible to enhance executive’s effectiveness by providing information management support represent the executive to others, provide personal administrative support and assistance to executive staff.

Core Responsibilities:

* Provide information by transcribing, formatting, inputting, editing, retrieving, copying, & transmitting text, data and graphics.
* Conserves executive’s time by reading, researching and routing correspondence; drafting letters and transmitting documents; collecting and analyzing information initiating telecommunications.
* Maintaining executive’s appointment schedule by planning and scheduling meetings, conference teleconferences and travel.
* Represent the executive by attending meetings in the executive’s absence; speaking for the executive record ,transcribe minutes of meetings
* Welcome guests and customer’s by greeting them in person or on the telephone; answering or directing inquires.
* Maintain confidentiality and protects operations by keeping information confidential.
* Complete the task by assigning work to clerical staff; following up on results.
* Prepare reports by collecting and analyzing information.
* Secures information by completing data base backups.
* Provides historical reference by developing and utilizing filing & retrieval systems.
* Review operating practices and implement improvements where necessary.
* Supervise, coach and train lower level staff.

**Qatar Airways Group**

**Qatar Aviation Services – Engineering - Doha**  Till May -2016

**Secretary**

As a Secretary I am responsible for providing full secretarial services to Engineering Management in order to maintain an effective workflow. And will need to enhance administrative efficiency to achieve compliance with the company’s policies and procedures, as well as transact concerns with several departments and all level of individuals in a courteous and professional manner with service quality excellence.

Core Responsibilities:

* Perform various clerical, administrative, or secretarial duties to support requirements and maintain the office functions smoothly on daily basis.
* Compose reports and correspondence containing decision for HOD of the department.
* Coordinate and provide professional support for meetings from different departments.
* Establish and maintain confidential filing system, categorize & maintain manuals, sensitive correspondence & other source material.
* Prepare/ distribute correspondences, send faxes, reply to e-mails maintain minutes of meetings.
* Record all incoming and outgoing mails. Distribution of mails.
* Process/ arrange staff duty travel papers (exit permit, tickets etc.), representatives/visitor’s visa, air tickets, hotel accommodations, per Diem allowances. Assist in welcoming visitors.
* Receive / Answer telephone calls/inquiries and ensure that messages are taken clearly and delivered promptly.
* Maintain and update the directories and contacts.
* Process, update and maintain staff various records (attendance/timesheets, overtime rendered, leave applications, manuals, training records, various passes, visas etc.) in the department .Update and maintain the database.
* Arrange, participate in, and implement, as directed, conferences and meetings.
* Monitor office / pantry supplies consumption and prepare requisition for replenishment to maintain sufficient supplies and smooth flow of the office operation.
* Ensure all information received is disseminated to the concerned personnel immediately.
* Prepare Technical Specification and Analysis for Equipment’s as per the technical offers.
* Preparation of Pre-Delivery Inspection & Final Delivery Inspection report for Ground Services Equipment
* Keep in contact with the Manufacturer across the globe.
* Maintain a record of all ground service equipment concerned to Engineering Department.
* Coordinate with the fleet management team for the arrival of the units /equipment’s into HIA Check with the seaport for the delivery of shipments from the Manufacturer.
* Arrange for a Gate Pass entry through the Ministry of Qatar for the entry of any Equipment or Vehicle into Hamad International Airport.
* Prepare the units reports and registration for the equipment.
* Organize for Engineer from the user department to inspect the units.
* Place order for Branding for all necessary vehicles/Equipment’s for Qatar Airways Group.

May - 2013 to May -2015

**Qatar Aviation Services –Finance - Doha**

**Finance Coordinator**

As a Finance Coordinator, I am responsible to administer, monitor and contribute to the total operations of the cashier’s office for the ground handling services at HIA for Qatar Airways.

Core Responsibilities:

* Cash and Accounts receivables reconciliations
* Daily and Monthly sales reports for excess baggage collections , porter’s services ad hoc flights and lounge services
* Cash flow Management –Cash flow review and variance analysis on a monthly basis
* Monitor, Encode and review sales from Ad hoc flights services
* Supervision of journals for the daily sales uploaded on the oracle ERP exchange system
* Stock Management of excess baggage tickets and porter’s services tickets.
* Assisting the Senior and Finance officer –Revenue, with his overall duties and responsibilities.
* Taking care of the Administration and coordination with the HR team for the Department.

**Qatar Aviation Services – Doha** April -2011 to May -2013

**Lead Customer Service Agent (KLM&Kuwait Airways )**

Core Responsibilities:

* Accept the First & Business class Passengers of other Airlines.
* Make an entry in the System.
* Handling all incoming calls.
* Checking the Boarding Pass, check the details.
* Update the passenger details information
* And make sure that all the passengers are boarded on time
* Taking care of the reports of all the Airlines.
* Taking Care of the reports of the paid passengers.
* Preparing Lounge Summary Report Every day.
* Preparing Corporate Reports.
* Handling the Cash Audit Report.
* Upload the Cash Machines.
* Handover the summary Report to the Management.
* Keep a record of petty cash for the department.
* Preparing the book load for the next day flights.
* Prepare the monthly report and reconciliation for the month.

**EDUCATION**

CompletedMaster’sinBusinessAdministration Aviation & Operations Management

Bachelor’s in Business Administration

Diploma in Aviation Hospitality & Travel Tourism, August-2006

St. Joseph’s junior college March -2005

SSC from St. Joseph’s High School March-2003

**SKILLS & COMPENTENCIES**

 **Computer Literacy**

* Good Knowledge on Oracle ERP systems
* Highly proficient in office applications (Word, Excel, Power point, Access)
* Highly proficient in general usage of Windows XP & Windows 7 operating systems.
* Competent in Internet & E-mail usage and knowledge of MS Outlook.

 **Language Proficiency**

* Fluent in Communicating in English, Hindi, Tamil, Telugu Languages.
* Highly proficient reading & writing skills in English Language and Basic Arabic

 **Additional Certifications**

* Galileo (Bookings) System
* Departure Control Training-RTB
* Amadeus-Altea Certified
* Humanitarian Response.
* Dangerous Goods 9,
* Basic Airside Safety
* Aviation Security Awareness
* Inflight Review

**PERSONAL DETAILS**

Nationality: Indian

Sex: Female

Date of Birth: 22-NOV-1986

Marital Status: Married

Passport no: N0755475 Valid Till: 20-12-2025

Yours Respectfully,

**Mercy Susan**