

## **AMIT SONI**

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On Residence Visa with valid UAE Driving License.

### **Objective**

To build a career by working with highly professional and system oriented organization where I can use my skills, experience and full potential for the growth of organization and my personal enhancement.

### **Summary**

A mature personality with 14 years of experience within Service, Hospitality, Airline industry, Sales & Marketing, having relevant knowledge of Aviation, Travel industry and Airport policies, by working with airline giants like AirAsia India, Spice jet, Kingfisher Airlines and Jet Airways.

### **Professional Expertise:**

- Airport Management.
- Customer Service / Customer Experience Management.
- Operations Management.
- Front end supervision.
- Team Management / Hiring / Training / Team Development.
- Ticketing and Reservation.
- Complaint handling and Resolution.
- Maintain customer relationship.
- Resource planning.
- Vendor Management.

### **Professional Experience**

#### **Air Asia India Ltd. - New Delhi, Oct 2016- Jan 2020.**

Worked as **Duty Manager** position to supervise the day-to-day operations by providing guidance, encouraging teamwork and control / monitor airport activities in relations to customer services functions as head of shift.

#### **JOB PROFILE**

- Complete e-Daily Station Report.
- Ensure to submit all relevant investigation report and complaint on time.
- Monitoring OTP and to ensure flights depart on time by planning & organizing.
- Update staff on latest ancillary product and push to sell.
- Conduct walkabout's checks to ensure smooth operations at all areas.
- Implement relevant policies, processes and procedures and monitor adherence so that work is carried out in a controlled manner.
- Passenger handling and crisis management (Flight delays, cancellations) from face-to-face dealings with demanding or distressed guests. Ability to adapt to challenges while remaining calm in a constantly changing environment.
- Check email and reply in appropriate time frame with outstanding communication skills.

- Submit staff quarterly appraisals and monitor staff performance ensuring KPI is followed.
- Establish and manage a sound working professional relationship with all internal and external stake holders at the airport, local authorities, and ground handlers.
- Responsible for effective supervision of the workforce on shift, delivering on staff development and performance, mentoring and performance management. Supervise and control delivery by GHA for all flight handling activities.
- Comply with all relevant safety, security, quality, health and environmental procedures to ensure a healthy and safe work environment.
- Ensure airport revenues are optimized and costs are controlled in accordance with Air Asia financial policies and procedures. Identify and implement cost saving initiatives.
- Deliver and maintain station emergency response plan, disruption planning, diversion and delays and business continuity plans on a shift basis.
- By delivering best Practices, Experience with diplomatically managing multiple commitments to customers, staff, and operations.
- Supervise the shift and drive employee engagement, a high performance culture that gives emphasizes to empowerment, policies, procedures & work methods, communication, quality, productivity, goal attainment.

#### **LookMyTicket Tours and Travels Pvt. Ltd. – Chandigarh, Apr 2016 – Sep 2016**

**Manager-Sales & Marketing Ex India**, developing marketing campaigns to promote a product, service or ideas. It is a varied role that includes planning, public relation, advertising, research and product development.

#### **JOB PROFILE**

- Communicating with targeted audiences and managing customer relationships.
- New member acquisition, on boarding, program activation, retention.
- Understanding client's package requirements.
- Liaising and networking with a range of stakeholders including customers, colleagues.
- Maintaining and updating customer databases.
- Supporting the sales manager and other colleagues.

#### **Spice jet airlines Pvt. Ltd. - New Delhi, Jul 2012-Dec 2014**

Joined as **Airport Duty Officer** in July 2012, Position to lead, supervise and guide 30+ customer service supervisors, senior agents and agents. Foster an environment in which guests enjoy high levels of service and employees are motivated to deliver top performance. Manage front-end operations to ensure friendly and efficient transactions.

#### **JOB PROFILE**

- Supervise and control flight handling activities at terminal/ramp side (multi tasking).
- Ensuring safe and smooth operations-Departure and arrivals of the flights.
- Taking decisions at all times related to delayed/cancelled flights.
- To ensure OTP and on time departure of all flights.
- Leading the team to get positive results and handling/resolving staff issues.
- Handling of passenger complaints face to face and via email in a professional and timely manner.
- Maintaining/completing reports on fortnight or monthly basics.
- Supporting the manager departure and arrival services to all operational requirements.

## **Kingfisher airlines Pvt. Ltd. - New Delhi, Jul 2007-Jun 2012**

Worked as **Guest Services Supervisor** to lead the team to achieve maximum results. Handling of irate guests and resolving customers' complaints by providing alternatives with a positive approach.

### **JOB PROFILE**

- To ensure On Time Performance of the flights.
- Pre flight and post flight check with daily briefing and de briefing sessions.
- Maintaining professional working relationship with other departments or authorities for smooth operations.
- Supervising and guiding the team to achieve maximum results.
- Liaise with OCC and assist the team with Delay/DNB/cancellation and monitoring the process of guest handling.
- Ensuring handling/timely boarding of VVIP/CIP/1<sup>st</sup>class/Business class/guests with special care/frequent flyers guests and completion of boarding.
- Handling of MHB through World tracer web.

## **Jet airport services for Jet Airways – Amritsar, Jun 2006-Jun 2007**

Worked as **Customer Service Agent** and learned about the basic handling process of airlines operations.

### **JOB PROFILE**

- Checking in passengers at the check-in counters.
- Helping passengers with special needs.
- Assisting the passengers during delays and disruptions.
- Working at RAMP area for departure and arrival of flights.
- Baggage tracing on World tracer.
- Managing documentation (paperwork and forms) connected to work assignments.
- Dealing with passenger inquires/issues related to reservation & ticketing and their travel plans.

### **Achievements:**

- Anavid Hockey player, represented my country **India** in European Masters Games held in Turin, Italy July19( in 35+ category )
- Officiated as an Airport Manager at various occasions e.g. Bagdogra, Jabalpur, Dharamshala and Amritsar airports during tenure with Kingfisher Airlines and Airasia.
- Worked with company systems such as Live Support and diligently completed all assigned tasks, working overtime as needed.
- Vast experience managing airport operations and versatile communication skills.
- Profound knowledge of airport security procedures.
- Handled numerous IROPs.

### **Industrial training**

- Basic Airport Handling and Procedures.
- Telephone Etiquette Training.
- Customer Service Excellence.
- World tracer and World Tracer Web training for Baggage Services
- Sabre Quick for Check-in/Reservations
- Sky Speed and Navitaire for Check-in and Reservations DCS

- Aviation Security Awareness Training.
- Document Awareness Training conducted by Airline Liaison Officer.
- Trained on Basic Load Control Aircraft Training (LCC)
- DGR training conducted for Load Planners
- Safety Management System training conducted by DIAL, Airport Operator.
- Familiar with DGCA regulations and implementations.

### **Educational Qualifications**

- Graduation in the field of Arts.
- Diploma in Textile Designing from NIFD.
- Diploma in Aviation, Hospitality & Travel Management from Frankfinn Institute of Air Hostess Academy.