

ABIN CHANDRATHIL

CARGO OFFICER

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PROFESSIONAL SUMMARY

Highly experienced and dedicated professional with over 5 years of experience in the aviation industry, specifically in cargo operations, airport operations, and customer service. Demonstrated proficiency in managing and supervising shift operations, monitoring and optimizing aircraft operational efficiency, and adhering to regulations. Possess in-depth knowledge of LMS and Sky Chain cargo software, and hold a certification in Dangerous Goods Regulations Training for Staff Accepting Dangerous Goods (CAT-06). Strong communication and problem-solving skills, able to work well under pressure in a fast-paced environment.

SKILLS

Cargo Operations
Customer Service

Load Control experience
Warehouse management

IATA Cargo handling
Time management

DGR
Data entry

EXPERIENCE

CARGO OFFICER

TATA CONSULTANCY SERVICES – MUMBAI, INDIA

AUG2022 - JAN 2024

Working for QANTAS AIRWAYS FREIGHT, Managed teams and delegated training and development Prioritized tasks to meet tight deadlines, pitching in to assist others with project duties, responded promptly and professionally to customer inquiries and issues related to freight services, ensuring a high level of customer satisfaction, conducted thorough investigations into shipment delays, damages, and discrepancies, initiating appropriate corrective actions and keeping customers informed throughout the resolution process

CARGO OPERATION EXECUTIVE:

AIR INDIA, INDIA

Feb 2019 - AUG 2022

The station, cargo operation, freighter ramp operation, freighter aircraft turnaround activities, Liaise with Line Manager and/or Head Office of any Customs/Government regulation change that may affect services and the operation, AWB Data capturing help of LMS software. Handling dangerous goods, Prepare Cargo Report.

Warehouse Supervisor:

WNS GLOBAL MUMBAI

Apr 2018 - Feb 2019

Keeping a record of sales and restocking the store accordingly. Collect, process, and document all merchandise received and paid for, assisting with inventory activities as necessary, assist in receiving all merchandise from suppliers, take card and cash payments, give change and wrap purchase

EDUCATION

Bachelor's in commerce, (03-2017)

J R N University Mumbai India

LANGUAGES KNOWN

English Malayalam Hindi

CERTIFICATIONS

- IATA Foundation, EDUGLOBE SCHOOL, Mumbai,

- Diploma in CARGO INTRODUCTORY

SOFTWARE KNOWN

LMS, SKYCHAIN