**BECKET RICHARD COLACO**

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**Work Experience**

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| **APR 2023 – JAN 2024** | **Engineering Technical Control Coordinator**  **Line Maintenance, Emirates Airline, Dubai, UAE.** |
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* Communicates aircraft status and ground equipment information to engineers, third-party airline customers, and technicians via email, phone, or mobile.
* Notifies internal and external parties about operational needs, including aircraft weighing, towing, servicing, and fueling.
* Coordinates with third-party airlines/operators for routine maintenance support and addresses special requirements during AOG or delay situations, including unscheduled events like fuel spills.
* Manage and oversee the Medical Transportation (MEDIF) process for EK flights.
* Assist the duty officer with ad-hoc duty travel and flying duty requirements.

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| **OCT 2014 – APR 2023** | **Crew Operations Coordinator**  **Flight Operations, Emirates Airline, Dubai, UAE.** |
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* Utilizes Briefing Management System (BMS) and Integrated Operations Browser (IOB) to ensure crew legality and accuracy of departing cabin crew complements, addressing discrepancies with Crew Scheduling before departure.
* Verify and prepare Purser flight folder contents, ensuring accuracy and compliance with legal, safety, security, and service requirements for operating crew.
* Manage lobby area operations by proactively engaging with cabin crew and flight deck crew, directing traffic flow, addressing manual crew immigration/check-in exceptions, and resolving kiosk and baggage system issues.
* Oversee daily Standby Lounge operations, ensuring adherence to standby procedures, including accurate crew recording and effective communication with Departures and Scheduling teams.
* Manage crew arrival process, overseeing lost and found procedures in collaboration with EKAS/Dnata Baggage and Outstation teams.

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| **SEP 2012 – OCT 2014** | **Senior Airport Services Agent**  **Emirates Airport Services, Emirates Airline, Dubai, UAE.** |
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* Monitor connecting flight loads, identify short connections, and optimize service delivery.
* Coordinate with supervisors and staff to ensure smooth passenger travel and baggage connection.
* Monitor security screening machines to ensure sufficient points are open and staffed for passenger flow.
* Notify HCC of congestion for proper escalation and communication with boarding gates and supervisors.
* Regularly inspect counters and equipment, ensuring readiness for normal and disrupted operations.
* Handling premium passengers misconnections, rebooking flights. (SAT Team)
* Arranging STPC stopover, hotel bookings and chauffeur drive for premium passengers.
* Rerouting bags to Arrivals at premium passenger request
* Assisting Meal Voucher Desk
* Preparing and submitting SAT shift report to Concourse Manager.
* Trained by Qantas Airline for Check in, Boarding and Transfer Desk duties. [Opening Team Member]

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| **OCT 2010 – SEP 2012** | **Airport Services Agent**  **Emirates Airport Services, Emirates Airline, Dubai, UAE.** |
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**Check-in**

* Delivering friendly and efficient service to passengers by meeting standard and special requirements at check-in and boarding gates, following established procedures.
* Delivering proactive passenger service pre-check-in, managing queues, assisting denied boarding passengers, families, and those with special needs, to ensure efficient handling at relevant check-in counters.
* Determining passenger needs and provide appropriate special services, such as assistance for unaccompanied minors, wheelchair users, and elderly passengers, ensuring customer satisfaction.
* RTC Reliever ensuring all tasks are accepted and ended. Pending tasks are assigned.
* Assisted ASM, ASO & SAS by performing admin duties in concourse admin. Preparing shift reports, monitoring the VHF walkies, Duty mobiles and updating system with attendance and OT for HCC.
* Preparing task allocations for Transfer Desk.
* Ensuring stationary is available at all boarding gates.

**Boarding Gates**

* Follow internal boarding procedures meticulously, including boarding priorities, announcements, and ensuring hand baggage removal before boarding begins.
* Initiate boarding at gates, adhering to boarding priorities, announcements, hand baggage procedures, and flight reconciliation to ensure safe and punctual EK flight departures.
* Ensure DEPO/INADS are escorted and sent to Group Security Office.
* For Departure flights, ensure all pax are boarded, and manual checks are done on board to avoid multiple seating.
* For Arrival flights, ensure with cabin crew that all pax have left the aircraft before closing the gates.

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| **MAY 2007 – OCT 2010** | **Bell Captain**  **Marriott Harbour Hotel & Suites, Dubai, UAE. [Pre-Opening]** |
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* Accommodate all guest requests expediently and courteously.
* Handling a team of 8 bellmen.
* Assisting guests in locating and retrieving lost baggage.
* Assisting all front office personnel at all times when required whilst ensuring guest services are not interrupted.
* Assisting guest at the concierge desk with airline, hotel, restaurant & golf reservations.
* Assisting guests with sending and receiving fax and mail.
* Accepting and Record wake up calls.
* Coordinate transportation and airport pickups for the day.
* Handling guest complaints and ensuring guest satisfaction.
* Booking desert safaris and city tours through Arabian Adventures.
* Preparing duty roster on weekly basis for bell team.
* Reporting to Head Concierge.

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| **OCT 2006 – APR 2007** | **Airport Representative/Concierge Officer**  **Sharq Village & Spa Hotel, Doha, Qatar. [Pre-Opening]** |
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* Coordinate guests requests for room accommodations, airline reservations/changes/cancellations, transportation from hotel to airport and return, restaurant reservations/night club activities, movie/theatre/event tickets, sightseeing tours, medical services and religious services.
* Handling of guest complaints by following instant pacification procedures and ensuring guest satisfaction.
* Handling paid outs taking money from reception, recording it and charging it to guests.
* Mann the desk at the airport to provide warm welcome to guests.
* Reporting to Concierge Manager.

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| **JAN 2004 – AUG 2006** | **Concierge Officer**  **One&Only Royal Mirage Hotel, Dubai, UAE.** |
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* Handling Guest Queries, Restaurant Reservations, Golf Bookings, Flight reservations, giving up to date information on areas for particular products, children play centers.
* Book and organize local excursions such as desert safaris, dhow cruises, city tours.
* Arrange cars for guests use
* Arranging transfers to and from the airport for guests arriving and departing from the hotel. Maintaining daily financial reports for the hotel cars.
* Local events, attractions, holiday schedules.
* Assisting guests in locating and retrieving lost baggage
* Record wake up calls.
* Handling of guest complaints and ensuring guest satisfaction.
* Reporting to Guest Services Manager.

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| **JAN 2003 – OCT 2003** | **Customer Support Executive**  **Tata Internet Services Limited, Mumbai, India.** |
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* Responsible for troubleshooting dial up errors for all operating systems
* Trouble shooting errors for e-mail clients (POP3 and SMTP) like Outlook Express, Microsoft Outlook, Netscape Communicator and other e-mail clients.

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| **AUG 2002 – DEC 2002** | **Shift Leader**  **Airport Coffee Shop, Mumbai, India.** |
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* Responsible for a staff of 10 waiters per shift
* Prepare weekly roster
* Daily inventory of crockery, cutlery
* Guest handling

**Education**

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| JUN 2001 -APR 2002 | Diploma in Hotel Management |
| St. Andrew’s College, Mumbai. |
| DEC 2008 - DEC 2009 | Bachelor’s Preparatory Programme |
| Indira Gandhi National Open University, Dubai. |

**Trainings Attended**

**Airline Trainings**

* Together for Take-Off
* ACAA - Recurrent Training for EKAS
* Qantas Policy and Procedures with Customer Management
* Dangerous Goods for Passenger Handling
* Emirates Transfer Passenger Handling
* MACS for Airport Services - Dubai
* EK Premium Boarding Gate Experience
* ACAA - EK Airport Services
* Emirates First impression - Level 3
* Emirates First Impression - Level 2
* Dangerous Goods for Passenger Handling
* Basic Aviation Security Course (Level-1)
* Health And Safety Training (EKAS)
* Emirates First Impression - Level 1
* The Customer Value Tour

**Emirates LinkedIn Trainings**

* Creating Positive Conversations with Challenging Customers
* Reduce Stress and Anxiety by Managing Your Nervous System
* The 10 Essentials of Influence and Persuasion
* Recharge Your Energy for Peak Performance
* Using Questions to Foster Critical Thinking and Curiosity

**Cross Exposure**

* Reservations Agent – Reservations Department – September 2005 to November 2005 – One & Only Royal Mirage, Dubai.
* Senior Admin Assistant – Admin Department – January 2009 to April 2009 – The Harbour Hotel, Dubai.
* At Your Service Agent – Front Office Department – October 2009 to December 2009 – Marriott Harbour Hotel & Suites, Dubai.

**Additional Skills**

* Microsoft Word, Excel, Outlook & TEAMS.
* Hotel Systems Fidelio, Opera PMS, Protel & Micros.
* Airline Systems (MACS/EASY MARS), Apollo, FIDS, CORE, DMIS.
* SharePoint, BMS, IOB, RMS, EIRIS, DeNA, MEDA Workflow, UltraMain, Realtime.