



# JOHN VISHAL

## OPERATION MANAGER

### Profile

Customer-focused professional with over 18 years of experience in facilitating operations in Airlines, Travel and Tourism industry. Accomplished in enhancing airline operations through process improvement, internal audits, and staff development. History of success in de-escalating customer issues, enhancing customer experiences and satisfaction, and uniting teams to deliver exceptional service. Also, I am Hardworking employee with customer service, multitasking and time management abilities.

### Work Experience

2023

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#### **Dhakshtrey Tours and Travels, Fort Kochi**

General Manager

- Working with the team to development Company profile , proper planning in Inbound and Outbound Tourism. Marketing.
- Handling Flights ,Accomodations, Logistics and transportation Coordination, Deleting with traveler Companies, Budgeting and Cost Control.

2022

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2023

#### **Quadsen Airways, Ernakulam**

Operation Manager

- Set performance goals, fix rates with clients and agencies, monitor revenue, monitor staff's performance. Focus on cargo, Courier services.
- Manage day by day activities, Communicate with Outbound Agencies, Itinery Planning, And Quality Accurance Magmt.

2020

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2021

#### **Mexx Global Logistics , Kuwait**

Sales and Marketing Manager

- Supervising space allocation, cargo reservation, Rate fixing with agencies and Airlines, Uld load plan and cargo Acceptance.
- Create Sales plan, meet marketing and sales ,prepare Budget.

2008

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2020


#### **Kuwait Airways, Kuwait**

Specialist Ramp Operations

- **Ramp Operations:** Allocate team with equipments with safety gear and always follow the SOP/ Safety Procedures. Inspect grounded Aircraft before and after handling. Fill LIRF and inform load deviations to load control/ CLC before Dep of Aircraft. Maintain Ground stability with timely Loading and Offloading.

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 Ernakulam, Kerala ,  
Pin - 682314

### Education

#### **Bachelor of Science**

**Mahatma Gandhi University**

2000 - 2003

#### **Pre degree- Science**

**Mahatma Gandhi University**

1998 -2000

### Expertise

Management Skills,  
Team Player  
Digital Marketing  
Training Skill  
Communicatio &  
Delegation.

### Language

English, Hindi, Malayalam,  
Tamil, Arabic

## Personal Details

D.O.B - 05/01/1983  
Sex - Male  
Nationality - Indian  
Passport No - Z6990912  
Expiry Date - 29/11/2032  
Licence - Intl LMV

## Hobbies

Travelling, Gardening and Sports.

## Courses & Certifications

- IATA - FIATA & DGR From Canada, Montreal (One Year Diploma).
- Qualified D.G.R(cat 6) course conducted by M/S. Kuwait Airways.
- Airport and Aircraft Handling Management.
- Qualified D.G.R (cat 6) and passenger Awareness course by M/S. Gulf Air.
- TSA Security Awareness By M/S Cargolux.
- AVI training from Airfrance & KLM
- Quality Customer Service By M/S KAC.
- Airside Safety and human factors Awareness by M/S Kuwait airways.
- Computer Reservation System (C. R. S.).
- Avsec Foundation cargo and mail by M/S Kuwait airways.
- KIED certificate for Entrepreneurship Development
- Digital marketing from Digital Dmagnet Institute-Logicland
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- Have a good knowledge of reservation system. SITA- Air India; Aviva System & Sita - Kuwait Airways; Champ (Cargo spot) - Kuwait Airways; Amadeus System - Qatar Airways; uni-Matic System - United Airlines.

**Cargo Operations:** Supervising Cargo space, reservation, space and Uld plans. Monitoring Import- , Customs formalities, DO / EO handling Proper handling of special cargos, vehicle loading etc.

**Post Flight section:** Tracing the shipments coordinate without stations, cargo system analysis update time to time.

**Man Management:** Build strong work relationships, support, monitor and handle day today activities in ramp with no room for error. Coordinate with various departments, monitor staff for proper training, helps the managements to make aware of the staff utilization level and their needs. Build productive relationships with outside agencies for smooth handling of day to days operations. Supervised the work of office, administrative and customer service in checking counter, Boarding gate, Baggage and cargo loading Supervision to ensure adherence to quality standards.

2005  
-  
2008

### Air India , Kochi

Customer service agent

- Performed general office duties, including answering multi-line phone system, routing calls, delivering messages to staff and greeting visitors. • Coordinates with various department heads regarding day-to-day activities and accomplishes it.
- Scheduled advance and last-minute bookings, Managed passenger database, monitored airline schedules and posted updates on passenger Database, issued personal business and corporate bookings, consistently offered a high level of customer service, worked to resolved passenger booking issues, Handled internal and external communications. Operations Like create PNR, Issuance, Reissuance, Refunding, and Cancellation.



## References

**Bijesh K Balakrishnan**

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**Mani Maran**

Kuwait airways- Operations

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**Jayachandram EP**

Air India - AIASL Senior Manager

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