

# SAGAR MEHRA

*Visionary leader with an IIM Certification in Strategic Management, and impeccable experience in formulating strategic plans, directing business operations, increasing productivity & introducing new systems & procedures; achievement oriented professional with excellent people management skills*

**Location Preference:** Mumbai

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## Core Competencies

Operational Excellence

Service Delivery Management

Business Continuity Planning / Capacity Planning

Process Improvements / Workflow Management

Transition & Transformation Management

SLA Management

Stakeholder Engagements (Business / Client)

Project/Program Management

Leadership / Resource Optimization



## Profile Summary

- Dynamic career of **over 17 years** in **Operations, Customer Service & Management** within **Airline and BPO** industries
- An effective leader with distinguished abilities in **recruiting, leading, training large cross-functional and multi-cultural teams** for running successful process operations across the units; demonstrated capabilities in developing and implementing Critical to **Quality Service Standards / KPI** for attrition control and performance excellence
- Proficiency in managing **service delivery operations** with key focus on identifying accounts, **defining SLA's, contracts, SOP's**; skilled in ensuring optimal utilization of capacities / resources along with handholding of business partners & key stakeholders
- Interfaced with **top management** for evolving strategic vision, drove change, infusing new ideas and took enterprise system performance and productivity to the next level
- Spearheaded **process improvement projects** including FTE Release, Domain Projects, Cost Reduction and TAT Improvement
  - Initiated **Knowledge Transfer** from global locations for achieving productivity improvement
  - Participated in **SLDP (Senior Leadership Development Program)** for Supervisors & Managers
- Gained consistent success in **maximizing corporate performance**, driving growth, improving profits and enhancing value by preparation & delivery of **process level training programs**
- Successfully **driven strategic initiatives**, spearheading innovations and empowerment related ideas for different functions to **improve quality and efficiencies**
- Recognized for **managing multiple clients and large base operations** providing Cost Efficacy, Business Agility and better ROI by leading multi-functional internal/external teams (indirect span of over 250 associates)



## Education

- **2019:** Professional Certificate Program in Strategic Management from IIM Kozhikode
- **2003:** Bachelor of Commerce from Mumbai University
- **2003:** Diploma in IT from NIIT



## Career Timeline

Zenta Technologies, Mumbai as Associate

2003



2003 - 2005

Ocwen Financial Solutions, Mumbai as Quality Analyst Specialist

JET AIRWAYS 

2005 - 2016

Jet Airways India Ltd. as Assistant Base In-charge/ Performance Manager

Interglobe Aviation Ltd., Kolkata as Assistant Base Manager

2018 - 2020

 INTERGLOBE

## Work Experience

### Nov'18 – Jul'20 Interglobe Aviation Ltd., Kolkata as Assistant Base Manager

#### Projects Undertaken:

##### Project Turn Around for Chennai Base:

- Aim of the project was to identify problems sectors with maximum passenger complains and address these issues
- Complied grievance data, conducted briefing with team members and closely monitored these highlighted sector which resulted in reduction of passenger complains

##### NPS for Chennai and Kolkata base:

- Aim of the project was to increase the rating provided by passengers for customer satisfaction
- Created data base, identified sectors where NPS score was low and briefed team on the areas of concern as highlighted by the customer
- Resulted in increase in NPS score

##### Formulated Cost reduction measures for Eastern belt:

- Aim of the project was to increase profitability by identifying areas of wastage
- Outlined course of action to reduce costs for the Eastern belt

#### Key Result Areas:

- Adhered to **operations requirement on daily basis** and worked as a cohesive team member of **Base Management Team**
- Emphasized on the management of manpower requirements, crew operating patterns and **crew performance**; ensured OTP is maintained are some of the key elements of the above position
- Spearheaded **complete business operations** including business development, sales & marketing and P&L management
- Directed functions entailing **pre-budgeting, procurement, contract & AMC management, vendor selection, market surveys, competitive analysis, licensing processes, SOP deployment and product pricing**
- Formulated **business goals, short-term and long-term budgets** and developed business plans for its accomplishment
- Expanded business and consistently improving profitability of the company; identified new streams for **long-term revenue growth**; designed successful business expansion strategies using **customer & market feedback**
- Reorganized & controlled food / beverages cost, **managed financial budgeting**, forecasting, inventory control, MIS, **finalizing P&L account of the department**
- Developed & implemented procedures, control systems for **maintaining hygiene & quality standards**; led efforts for streamlining processes and generating cost savings in operations
- Analyzed the sales trends and developing additional opportunities to **enhance sales in close conjunction** with various teams
- Ensured:
  - Profitability of operations and supervising all aspects of **base management**
  - **High quality service**, resulting in guest delight and optimum resource utilization for maximum service quality
  - Adherence to **organization's International Quality Parameters** with focus on enhancing customer satisfaction level
- Coordinated for **manpower planning, recruitment, selection, induction and socialization activities** in the organization and spearheaded policy formulation
- Provided **maximum customer satisfaction** by closely interacting with in-house and potential guests to understand their requirements and customized the products & services accordingly; organized various promotions & events
- Liaised with **local authorities** to ensure **smooth operations & compliance** to government regulations
- Conducted **hygiene inspects & audits** and providing feedback to Operating Staff and Managers for gaps
- Mapped competencies and provided **regular training** to team members and operational staff members

### Jan'05 – Oct'18 Jet Airways India Ltd., Mumbai

#### Growth Path:

**2005 – 2016:** Cabin Supervisor

**2016 - 2018:** Assistant Base In-charge/Performance Manager

#### Selected Achievements:

- Emphasized on the **management of cabin crew manpower requirements**, crew operating patterns and crew performance while ensuring compliance to all regulatory requirements like managing OTP and provided data to Head Office
- **Tracked crew productivity** and created probation/confirmation/termination data of the entire team; successfully managed a **team of 150 crew members**

#### Key Result Areas:

- Ensured the **effective operations of the cabin crew** as per the expectation of the organization to deliver world class services
- Supervised and **directed other crew members** in proper discharge of their duties. Assisted flight attendants in doing in-flight tasks as per the company policies and procedures
- Mentored and **developed various crew members while supporting, motivating and communicating effectively** with all flight attendants
- Managed, mentored and led the teams of inflight staff, adhered to operations requirement on daily basis
- Worked in close coordination with the other cross-functional teams & departments as a cohesive team member of Inflight Base Management Team
- Tracked crew productivity and created probation/ confirmation/ termination data of the entire team; managed a team of 150 crew members
- Conducted the audits on a regular basis to ensure and implement standardization

- Address all the crew related activities and monitored health/sickness, welfare and morale, and made recommendations on areas of improvement and investigated crew related issues
- Maintained open door policy with company employees and provided support and guidance to Flight attendants to ensure delivery of superior inflight service to achieve customer delight
- Successfully managed the:
  - Crew rosters and leaves for irregular operations
  - Team performance and conducted the discussions with the Human Resource Team for their appraisal discussions
  - Feedback received from the customers in regards to the crew member and took the necessary disciplinary actions
- Liaised with the Learning & Development Departments and managed the daily operations at base

## Previous Experience

### Oct'03 – Jan'05 Ocwen Financial Solutions, Mumbai as Quality Analyst Specialist

#### Key Result Areas:

- Mentored the agents & ensured the day-to-day operations in line with the agreed upon quality standards by the company & clients

### Apr'03 – Oct'03 Zenta Technologies, Mumbai as Associate

#### Key Result Areas:

- Ensured the in time collection of the overdue amount by constantly interacting with the clients for American Express Business Cards; met the monthly business goals for the productivity and quality parameter
- Recognized for the quick rapport building resulting in the lasting relationship between the customer and the corporate

## Trainings

- Crisis Management
- Performance Management training program (organized by Etihad Airways)
- Leadership Training
- Cabin Crew Resource Management Training

## Certifications

- **2020:** Certification Course in Logistics and Supply Chain Fundamentals, Designs and Operations: Udemy
- **2020:** Advance Course in Air Cargo: Trade Wings Institute of Management



## Personal Details

**Date of Birth:** 24<sup>th</sup> November 1982 | **Languages Known:** English, Hindi and Punjabi | **Address:** D/801, Antarctica, Lodha Casa Rio, Palava City, Dombivali-East, Mumbai- 421204