



## **Bushra Begum**

**Email:** bushu\_ashb2003@yahoo.com

**UAE:** 00971 505045719

**Holds own UAE Residence Visa**

**Creative and competent professional with hands on experience in customer service industry**

### **CORE COMPETENCIES**

Experience in the service industry backed by strong knowledge of fundamentals and flair to acquire new skills and contribute effectively to the organization

Persuasive and resourceful professional with excellent communication skills enabled by the ability to articulate clearly, express ideas well verbally and in writing

Independent worker as well as good team player with willingness to cooperate and ability to sympathize with colleagues' problems

Planned approaches – identify options, prepare schedule and complete task within deadline.

### **Scholastics**

B. Com. in Tourism and Travel Management (Aug. 2003 to Jun 2006)

(Bangalore University) Bangalore

Pre-University College (2001 to 2003)

(Pre-University Board) Bangalore

### **Qualification Professional**

Diploma in Airline Ticketing and Tourism Management

(July-2003 to Jan. 2004)

Speed Wings Academy for Aviation Services

IATA Authorized Training Centre in Bangalore

Head Office Cochin

Air India Real Time Integrated Computerized Application and Ticket Reservation

Air India

(May 2005 to Aug. 2005) Bangalore.

## **Professional Experience**

### **DULSCO - UAE**

**Apr 2016- Apr 2020**

#### **Customer Service & Operations Executive- Dubai International Airport**

- Monitoring of manpower status and manning levels required to fulfill all dnata/EK Operations (Customer Service/ baggage/ramp) requirements.
- Managed & supervised a team of 1200 Blue collar employees at various activities of ground resource to ensure that the goals for quality and productivity are met effectively.
- Monitor, evaluate and report as required to the management on quality adherence and productivity statistics for review and evaluation.
- Responsible for leading a team of Airside supervisors/Team leaders for Dubai Airports
- Planning and forecasting current and future requirements with different check- in/boarding pool available ensure that enough qualified manpower are available for each pool as stipulate by Resource Planning Department.
- Responsible for adhering KPI/SLA's, ensuring safety compliances, guidelines of civil aviation, IATA procedures for smooth Operations
- Advocate the importance of safety & operational efficiency across the organization as a means of advancing business growth in key areas such as customer base, transactions, and improved customer experience.
- Coordination and planning training programs for the outsourced staff of the department.
- Forecast of manpower requirement for attrition & additional requirement.
- Manage, resolve complains and perform service recovery as and when required.
- Projects staffing and development plan.
- Build and maintain accurate & effective Customer relationship to ensure high quality of service is delivered.
- Sales Leadership development, compliances and process optimization, Cultural Integration and people alignment for acquired entity at Dulsco.
- Monthly follow up on invoices & immediate resolution for any dispute in billing

### **Air Pegasus Airlines-**

**Feb 2014 - Nov2015**

#### **Operations Manager - Bangalore International Airport- India**

- Managing daily operation of airport from scheduling appropriate numbers of staff ensuring safe and smooth execution of all activities.
- Monitoring all employees to ensure that they are compliant with corporate regulations and security procedures.
- Implementing and ensuring all the staff are well trained and suitably equipped with all airport procedures.
- Handling customer grievances and issues regarding product and personnel.
- Coordinate with Airport Manager on ongoing action plans for service improvements; adapt all possible methods to achieve the setup targets.
- Ensure that Airport staff and handling agents' staff are fully acquainted with Company and IATA procedures.

**Customer Services Manager - Bangalore International Airport- India**

- Well versed with SABRE, handling reservation and Check-in queries.
- Advocate the importance of operational efficiency across the organization as a means of advancing business growth in key areas such as customer base, transactions, and improved customer experience.
- Identify opportunities for operational process improvements by use of new/changing processes and/or technology.
- Oversaw the daily ramp operations and provided internal solutions to all Ground Staff and front line staffing.
- Develop an understanding of the trends in the transportation industry.
- Supervised scheduling of employees and managing workgroup assignments.
- Managed a high volume of passenger complaints - the result of flight cancellations, involuntary re-routing and schedule changes
- Maintained a high level of customer service.

**Achievements**

- Chosen to set up Kingfisher Airlines operation at different cities, which was well recognized by The Management.
- Various Appreciation letters received from the chairman for excellence in customer handling.

**STRENGTHS**

- Ability to work accurately and pay attention to details.
- A fast learner with excellent problem solving skills.
- Communication and customer handling skills
- Flexible, Determined, Easily adapt with new environment in less period of time

**PERSONAL DATA**

Date of Birth : 10/06/1985  
Nationality : Indian  
Visa Status : Residence (UAE)  
Driving License : UAE

Thanks and Regards  
Bushra Begum