

PRATEEK VOHRA prateekvohra420@gmail.com MOB: +919899372420

PERSONAL PROFILE

Father' s Name : Sh. Sham Sunder Vohra
Nationality : Indian
Religion : Hindu
Gender : Male
Linguistic Proficiency. : English, Hindi & Punjabi.

PROFESSIONAL SUMMARY AND RESPONSIBILITIES

I have over 16 years of experience in the Airlines sector. I am looking forward to work with an Organization where I can leverage my experience to the highest optimum level for personal and organizational growth.

KEY RESPONSIBILITIES

- Was given the responsibility as a Lead for a team of 25 colleagues
- Responsible for liaising between the top management to lower management
- Responsible for maintaining records of attendance, training and calls/conference calls
- Arranging projector/ other necessary training equipment for training/calls
- Managing all paperwork pertaining to printout of Manuals and Circulars
- Responsible for addressing conflicts to Higher Management for a professional and unbiased output
- Keeping records of all colleagues' performance and submitting the weekly report to Management.
- Regularly monitoring products and services for betterment of service delivery by using the minimum resources for maximum results by mitigating costs.

SKILLS

- Over 16 years of experience in Airlines as a Cabin Crew.
Intercultural competence because of working with people from varied cultures and backgrounds.
- Quick learner and self motivated.
- A team player always up for new challenges.

- Excellent Leadership Skills

- Empathetic towards the needs and requirements of Customers.
- Deft in handling customers and guests ensuring their happiness to the highest optimum level.

CLIENT SERVICING

- 🌐 Ensuring high quality services, resulting in customer delight and optimum resource utilization for maximum service quality.
- 🌐 Ensuring maximum customer satisfaction by closely interacting with in-flight and potential guests to understand their requirements and customizing the product and services accordingly.
- 🌐 Delivering high-value services to upscale clients for exalting their satisfaction levels.

CAREER PATH WITH NOTABLE CONTRIBUTIONS:

- Joined as a Bartender in JW Marriott, Mumbai in June 2006
- Flown with JET AIRWAYS for 5 years from 2006-2011 (DELHI BASE)
- Flew with AIR INDIA as a Senior Cabin Crew and CABIN SUPERVISOR from 2011-2022 and have operated flights as CABIN MANAGER for 2 years supervising the team of fifteen flight attendants on Ultra Long Haul flights to USA ,CANADA and EUROPE.
- Have gone training in various office departments in Hotels and Airlines giving a vast repertoire of front and back office operations.

EXPOSURE

- 🌐 JW Marriot, Mumbai
- 🌐 Radisson Hotel, New Delhi
- 🌐 Jet Airways, New Delhi
- 🌐 Air India, New Delhi

FLEET EXPERIENCE:

🌐 Boeing 737-400/700/800/900

🌐 Boeing 777-300 ER

🌐 Boeing 777-200 LR

🌐 Airbus 330-200

🌐 Boeing 787 (Dreamliners)

☔ Posted to Jet Airways , Delhi Base in December 2006

☔ Posted to AIR INDIA, Delhi Base in November 2011

ACADEMICS

🌐 B.Sc. in Hospitality & Hotel Administration (Hotel Management) from
I.H.M, Bangalore. 2006 (Est. By: Govt. of India, Ministry of tourism)

🌐 All India Senior Secondary Certificate Exams from Pratap Public School,
Karnal 2003

🌐 All India Senior Secondary Exams from Tagore Bal Niketan, 2001

COMPUTER SKILLS

🌐 MS Office (Mac & PC)

🌐 Microsoft Outlook