

HEMANTKUMAR RAMPRAKASH

(MBA in IT & Fintech)

+91-7600459572 | info@hemantkumar.in | hemantkumarram

PROFESSIONAL SUMMARY

A highly skilled aviation and tourism professional with extensive experience in ground operations, airport services, and customer relationship management. Currently serving as **Duty Officer at Celebi Aviation**, I manage **Thai AirAsia's** and **Air Asia Behrad** passenger service operations at Ahmedabad Station, ensuring safety, security, and service excellence. I'm adept at making critical decisions, resolving operational challenges, and enhancing customer experiences through proactive solutions.

Previously with Qatar Airways in the Discover Qatar department, I led B2B and B2C sales initiatives, optimized resources, and drove customer-centric strategies that boosted service delivery and sales. Skilled in stakeholder engagement, I collaborate with key partners like immigration, customs, and Qatar Aviation Services to enhance the passenger journey and elevate service standards. A results-driven leader, I focus on continuous improvement, process optimization, and delivering exceptional service across the airline and tourism sectors.

KEY SKILLS & COMPETENCIES

- Reservations Management:** Expertise in handling bookings and reservations for travel and transit services, ensuring a seamless experience for customers.
- Roster Management:** Proficient in planning and scheduling staff rosters to optimize team performance and meet service level requirements.
- Team Leadership in Reservations:** Proven ability to lead reservations teams, enhance service quality, and ensure quick response times to client inquiries.
- Cross-Functional Collaboration:** Skilled in working with internal teams such as Sales, Product, and Finance to develop customized travel solutions and optimize service delivery.
- Operational Optimization:** Proven track record in streamlining processes, optimizing resource allocation, and driving improvements in efficiency and service quality within customer support and airport operations.
- Data-Driven Decision-Making:** Leveraged data analytics to monitor customer feedback, identify trends, and implement strategic initiatives that improve customer interactions and retention.
- Stakeholder & Cross-Departmental Collaboration:** Worked closely with Sales, Marketing, Product Development, and other cross-functional teams to align objectives, resolve operational challenges, and improve customer-facing processes.
- Quality Control & Compliance:** Ensured adherence to industry standards and regulations, while maintaining high levels of quality and compliance in both operations and customer service delivery.

PROFESSIONAL EXPERIENCE



Duty Officer – Passenger Services

[Oct'24 – Present]

Celebi Aviation Pvt Ltd. | AMD

- Performing collect, clean, and organize information from raw data. It includes extracting data using tools and software, setting up new automation processes to make data gathering more efficient, and finally interpreting the data to support business decisions.
- Supporting the commercial in data cleaning and organizing into a standardized format, both manual and automatic.
- Manages all day-to-day operational issues, including disruption handling and service recovery in accordance with corporate procedures.
- Ensures that key KPIs are met consistently e.g. Adherence to SPI targets, meet and exceed service quality standards targets and OTP targets.

- Ensures highest levels of communication and interaction are maintained with all airside staff.
- Implements a review and risk assessment process on Standard Operations Procedures (SOP) and working practices to identify any unsafe practice for quality improvement.
- Manages/ develops Premium Operation and VIP areas to highest professional service levels, continuously maintains and increase premium passenger's satisfaction.
- Ensures adequate staffing levels are maintained per shift.



Airport Operations Officer

[Apr'23 – Jan'24]

Discover Qatar Department | Doha, Qatar

- **Led** the Discover Qatar City tour team to ensure efficient processing of bookings and seamless operations, meeting and exceeding customer service expectations.
- **Optimized resource allocation** and manpower rostering to maximize productivity and service coverage, handling special requests and unique client requirements.
- **Supervised a team** of 25+ members, optimizing productivity, maintaining high service standards, and ensuring exceptional customer service during transit tours.
- **Handled cash operations** with precision, managing financial transactions and ensuring accurate reporting in compliance with company policies.
- **Conducted data analytics** to assess tour performance and customer satisfaction, using data visualization tools to drive improvements and enhance operational efficiency.
- **Addressed customer feedback** and resolved issues promptly, ensuring high levels of satisfaction and continuous improvement of tour services.



Airport Operations Coordinator

[Jun'19 – Apr'23]

Discover Qatar Department | Doha, Qatar

- **Managed the Discover Qatar** booking system to process reservations efficiently, monitored team performance, and ensured adherence to Service Level Agreements (SLA).
- Worked closely with internal teams (Sales, Product) to develop tailored product proposals that aligned with specific client needs, driving customer satisfaction and sales growth.
- **Led a high-performing team** in daily operations for tours and leisure activities, focusing on **sales generation** and **strategic promotions** to drive revenue growth and enhance brand presence.
- **Marketed services** to transit customers, including hotel bookings, visa assistance, and city tours, increasing Qatar's visibility as a premier tourist destination and improving **customer acquisition**.
- Managed **B2B relationships** and group bookings, providing tailored service packages to business clients, tour operators, and travel agencies, contributing to increased **sales revenue** and market penetration.
- Collaborated with **sales, marketing, and product development** teams to create and implement targeted marketing campaigns, enhancing **customer engagement** and boosting sales within the transit customer segment.

- **Generated reports** for senior management on sales performance, customer insights, and operational metrics, delivering actionable data to support strategic planning and **business development**.



Senior Airport Operations Agent

[Nov'13 – Jun'19]

Discover Qatar Department | Doha, Qatar

- Actively promoted the free transit tour, enhancing the appeal of Qatar as a stopover destination and supporting the national airline's efforts to attract more tourists to the country.
- Engaged with transit passengers to showcase Qatar's cultural and tourist attractions, driving interest and participation in the free city tour.
- Collaborated with airport teams and stakeholders to seamlessly integrate the free tour into the passenger experience, increasing customer engagement and satisfaction.
- Contributed to the national strategy of boosting tourism by providing a memorable experience for transit passengers, encouraging future visits to Qatar.



Senior Customer Service Agent

[Sep'13 – Nov'13]

Qatar Airways Hub Customer Services | Doha, Qatar

- Supervised and provided functional guidance to service providers, ensuring seamless airport operations and customer flow.
- Managed flight departure procedures, including gate assignments, boarding process and On-Time Departures to maintain schedule integrity.
- Addresses complex customer issues promptly, delivering effective solutions to maintain high satisfaction levels.
- Monitored boarding operations, ensuring compliance with SOPs and KPIs, and implemented corrective actions as needed.
- Collaborated with stakeholders and business partners to optimize customer touchpoints and service delivery.
- Ensured compliance with aviation regulations, providing clear briefings on security protocols and dangerous goods regulations.



Airport Services Agent

[Apr'11 – Sep'13]

Qatar Airways Ground Services | Doha, Qatar

- Facilitated passenger check-in and boarding, ensuring compliance with airline policies and travel regulations.
- Provided customer assistance for inquiries, special needs, and service disruptions to enhance passenger experience.
- Managed baggage handling operations, including tagging, retrieval, and resolving baggage irregularities.

- Coordinated with flight crews and airport personnel for smooth aircraft turnarounds and on-time departures.
- Ensured safety and security compliance by verifying travel documents and adhering to aviation regulations.
- Oversaw gate management, including announcements, crowd control, and efficient boarding processes.
- Assisted passengers with kiosk and self-service check-in, ensuring a seamless experience.



Customer Service Agent

[Mar'10 – Mar'11]

Qatar Airways Hub Operations | Doha, Qatar

- Processes Airline Check-in, Travel Document Verification efficiently at Qatar Airways Hub, ensuring smooth transaction and customer satisfaction.
- Engaged with customers in a friendly and welcoming manner, helping, and addressing queries during floor walking duties.
- Assisted customers with Kiosk check-in and provided guidance through Roving Agent Check-in facilitating convenient and hassle – free check-in experience.
- Offered assistance and guidance to customers in the arrival and departure Hall, enhancing their overall airport experience.

EDUCATION

Master of Business Administration (MBA)

[Jul '22 – Sep'24]

Manipal University | Jaipur

Specialization: Information Technology & FinTech

Post Graduate Diploma in Data Science

[Sep'20 – Oct'21]

International Institute of Information Technology | Bangalore

Specialization: Business Analytics

Bachelors in Tourism Studies

[Jul'16 – Dec'19]

Indira Ghandhi National Open University

Specialization: Tourism Studies

TECHNICAL SKILLS

- **Data Analytical tools:** Python, Excel, Power BI
- **Comprehensive knowledge** of Microsoft Excel and Google Sheets formulas, including the IF function, VLOOKUP, and other advanced functionalities.