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## Professional Summary

Data-driven airline operations professional with 8+ years of experience in the aviation industry, specializing in flight operations, demand forecasting, and performance optimization. Proven success leveraging advanced Excel, SQL, and Tableau to forecast trends, identify profit opportunities, and streamline processes. Adept at cross-functional collaboration to drive network efficiency and support commercial strategies in a high-stakes environment.

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## Technical Skills

- Tableau, Google Data Studio, BigQuery
- SQL (Joins, Filtering, Subqueries)
- Advanced Excel (PivotTables, VLOOKUP, Conditional Formatting)
- Google Workspace
- R Programming
- Dashboard Reporting (Excel, Tableau)

## Functional Skills

- Passenger Demand Forecasting
- Revenue Optimization
- Airline Scheduling & Capacity Planning
- Route Profitability Analysis
- Cross-Functional Coordination (Scheduling, Pricing, Sales)
- SOP Development & Process Improvement

## Professional Experience

### **Air India Limited** – *Senior Executive, Operations*

*Apr 2023 – Apr 2024*

- Developed and analyzed monthly demand forecasts using Excel and SQL to guide route and crew planning decisions.
- Created inventory and performance reports to identify trends, optimize scheduling, and increase operational profitability. Worked with scheduling, training, and IT teams to cut workflow bottlenecks by 15%.
- Implemented process improvements and documented SOPs to improve data accuracy and audit readiness.

### **Air India Limited** – *Cabin Crew Manager*

*Feb 2016 – Mar 2023*

- Supervised workforce planning and training logistics for 200+ cabin crew across international routes.
- Maintained weekly route compliance dashboards and monitored flight-level metrics to ensure service quality.
- Analyzed historical crew performance data to guide resource allocation and route deployment.
- Delivered internal presentations and reports, streamlining communication across departments.

## Freelance & Consulting projects:

- **Crew Performance Dashboard (Excel + Tableau):** Forecasted demand patterns and visualized crew-to-flight ratios, increasing deployment efficiency by 90%.

**Customer Sentiment Analysis:** Analyzed feedback from international travelers; insights led to a 10% increase in satisfaction and boarding flow improvements.

**Recruiter, CIEL HR Consultancy (2020–2021):** Used data matching to optimize candidate selection, achieving an 88% placement rate.

**Corporate Trainer, Invincible Inc. (2015–2021):** Delivered training on time/resource management and supported ongoing staff development.

## Data Analytics Portfolio

- Excel Dashboard: Analyzed employee attrition data to amend recruitment practices  
<https://tinyurl.com/3kyxdm84>
- Tableau Dashboard: Visualized world happiness index in the European region  
<https://tinyurl.com/3tc6uer5>
- R programming: Analyzed Cyclistic bike-share data from Q1 2019 and Q1 2020 in Toronto to uncover usage patterns between casual riders and members, enabling strategic decisions for marketing and operations.  
<https://tinyurl.com/54k66694>

## Certifications

- Google Data Analytics Professional Certificate, 2025
  - Customer Service Excellence (Ontario)
  - Operations and Performance Management (Air India)
  - People Analytics
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## Education

- Post Graduate Program – HR & Analytics, Amity University – 2020
  - MBA- Human Resource Development & Management, University of Mumbai – 2018
  - Bachelor of Science (Mathematics, Physics), Shridhar University – 2013
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## Achievements

- Recognized for leading analytics-backed process improvements and contributing to On-Time-Performance in crew operations.
  - Commended by leadership for developing SOPs and performance tools that scaled across departments.
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