

AKHIL RANA

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PROFESSIONAL SUMMARY

I am seeking a company where I can use my experience and education to help the company meet and surpass its goals.

SKILLS

- Proficiency in MS- Office
- SAS (Statistical analysis software)
- C and C++ computer language.
- Front office operations
- Guest services background
- Airline Operations
- Financial operations
- Financial Analysis
- Risk Assessment
- Credit programs
- Credit risk

WORK HISTORY

Premium Ground Services Front of House / Qatar Airways - Doha, Qatar / 07.2019 - 10.2020

- Coordinating with team members and distribution of operational responsibilities among Grade 2 and Grade 1.
- Responsible to organize the resources within the Lounge effectively and coordinate the necessary activities efficiently.
- Create a productive and risk free operations and promote positive teamwork within the department.
- Communicate effectively with all the areas of the operations ensuring all pertinent information are cascaded to the team members.
- Also ensure that visual appearance of the operational area is of the highest standard and staff complies with corporate and departmental policies, health and safety procedures.
- Contribute exceptional product knowledge to promote Premium Services and Qatar Airways products and assist the customers in all of their inquiries.

Master Credit Specialist / American Express - Gurugram, India / 11.2015 - 03.2019

- Analyze credit data and financial statements to determine the degree of risk involved in extending credit or lending money.
- Monitoring employee productivity and providing constructive feedback and coaching.
- Prepare reports that include the degree of risk involved in extending credit or lending money.
- Evaluate customer records and recommend payment plans

based on earnings, savings data, payment history, and purchase activity - Confer with credit association and other business representatives to exchange credit information.

- Complete loan applications, including credit analyses and summaries of loan requests, and submit to loan committees for approval.
- Generate financial ratios, using computer programs, to evaluate customers' financial status.

Customer Service Associate and Guest Relations / Jetairways - Delhi, India / 05.2015 - 11.2015

- Special Handling of VVIPs, VIPs and CIPs at IGI Airport Terminal 3.
- Dealing with passenger enquiries about flight departures and arrivals
- Checking in passengers in giving seat numbers
- Providing boarding passes and luggage labels
- Informing passengers about luggage restrictions
- Weighing baggage and collecting any excess weight charges
- Taking care of people with special needs, and unaccompanied children
- Calming and reassuring nervous passengers.

EDUCATION

Sikkim Manipal Open Learning - Delhi / 10.2015

MBA: Human Resources Management

Manav Rachna International University - Faridabad / 05.2013

Bachelor of Science: Electrical Engineering

Hope Hall Foundation School - Delhi

XII CBSE

Hope Hall Foundation School - Delhi

X CBSE

INDUSTRIAL TRAINING

BSES Rajdhani: A firm which deals in distribution of electricity and has a singular mission to provide reliable and quality electricity supply.

Designation – Trainee

Duration – June 2012 -December 2012

Work Profile:

- Understanding the importance of Training and Development within organizations

- Maintenance of Transformers.

ITTM(A unit of MTNL) Delhi : The Institute of Telecom Technology & Management, IITM (formerly DTTC), Shadipur is a state of the art training center of MTNL, Delhi engaged in imparting induction training and short duration trainings to its officers and employees in the field of Telecom, IT, Computer systems and Management.

Designation - Trainee

Duration – June 2011 – 4 weeks

Work Profile:

- Understanding communication.
- Studying the transmission mediums.

CERTIFICATIONS

- Six Sigma White Belt.
- HIA Airside Safety Awareness Training.
- Handling Customers with Disability (2019).
- Level 1 Award in Food Safety for Catering.
- Handling Bomb Threat Calls.
- HIA - General Security Awareness Training.
- Altea Customer Management – Briefing.
- Fire Safety in Accommodation Release 2018.
- Data Protection and Privacy Awareness.
- Privilege Club Awareness.
- Hub Customer Handling.
- Safety Management System.
- Dangerous Goods Category 9.
- Illegal Wildlife Trade.
- Office and Information Security Awareness.
- Human Factors.
- HUB Airside Safety.
- One world Refresher.
- The Customer Journey.
- Basic Security Awareness Training Initial.
- Food Safety Certificate.
- Certificate of C++ from NIIT(New Delhi).
- Certificate of SAS(Statistical analysis software) from IISASTR (New Delhi).