

# Shaikh Shadab

*Qatar Airways / Operations Coordinator / Ahmedabad, India*

## BASIC INFORMATION

**Experience in:** Aviation/Customer Service Industry  
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**Phone:** +91 9909315976, 9664907762.  
**Language:** English, Gujarati, and Hindi.  
**Location:** Ahmedabad, Gujarat, India.

## CAREER CONTOUR

I am unwavering, meticulous, and highly competent in the **Aviation/Customer Service Industry** I have a consistent record of transporting the best results-driven work with a proven ability in implementing my work in an organized manner for **10+ years** of my successful career.

My expertise:- **Aviation/Customer Service Industry – Operations Management, Real-Time Analysis, Forecasting, Customer Service, SLA Management, Workforce Planning, Stakeholder Engagement, Quality Monitoring, Process Optimization, Leadership Development, Reservation and Ticketing, Conflict Resolution, Budget & Resource Optimization, and Cross-Functional Collaboration.** I have in-depth knowledge of all ethics of management. I possess effective communication skills and am a team player with strong Organizational, Logical, and Problem-Solving Abilities.

I have great exposure to working with large-scale organizations like **Qatar Airways, Motif Inc.** I am well-versed skills in analysis, problem-solving, and coordination, which make me so successful and dedicated. Strong influencing and negotiation skills coupled with a proven ability to think in and out of the box, generating new solutions.

I have commenced my profession as an **Executive** and risen myself as **Operations Coordinator** reputed company. I would like to see myself growing with the passing years of hard work and dedication. I have been awarded many accolades for my result-oriented hard work.

Armed with a multitude of competencies and work experiences, I am confident to carry forward any organization's vision & objectives with sufficient ease and dedication to my job responsibility.

## EXPERIENCE

**2023 – 2024 | Qatar Airways | Operations Coordinator**

### Responsibility:-

- Developed and monitored operational systems to track progress and ensure project success.
- Ensured strict adherence to SLAs, driving consistent service delivery.
- Led, motivated, and developed team leaders and managers.
- Implemented process improvements to enhance efficiency and reduce costs.
- Oversaw financial budgets and hiring to ensure operational readiness.
- Prepared review decks with RCA and action plans for leadership.
- Mentoring and upskilling teams on cloud computing, data engineering, and MarTech innovations.
- Collaborating with cross-functional teams to align technology solutions with business objectives.

- Ensuring data security, compliance, and regulatory adherence across cloud-based solutions.
- Driving automation and process improvements to enhance operational efficiency.
- Conducting workshops and training sessions for stakeholders on MarTech and data analytics trends.
- Evaluating emerging technologies to identify opportunities for business growth and innovation.
- Designed and optimized workforce planning models to improve staffing efficiency.
- Streamlined reporting mechanisms to provide actionable insights for senior leadership.
- Strengthened stakeholder relationships by ensuring transparency and timely communication.
- Championed customer-centric initiatives to improve satisfaction and loyalty metrics.
- Coordinated large-scale operational transitions with minimal business disruption.
- Standardized quality assurance frameworks to maintain service excellence.
- Supported digital transformation initiatives by integrating new technologies.
- Trained and mentored junior managers on leadership and operational excellence.
- Enhanced knowledge-sharing practices to build high-performing, resilient teams.

## PREVIOUS EXPERIENCE

- *2021 – 2023 / Qatar Airways / Lead Real-Time Analyst*
- *2016 – 2021 / Qatar Airways / Customer Care Executive*
- *2011 – 2013 / Motif Inc / Senior Customer Care Executive*

## ACHIEVEMENTS

- Achieved 85% First Call Resolution rate at Qatar Airways.
- Exceeded sales targets by 10% at Motif Inc.
- Successfully led operational teams to maintain SLA adherence and client satisfaction.
- Consistently delivered efficiency-driven process improvements reducing operational costs.
- Started my career as an Executive and rose as an Operations Coordinator.

## ACADEMIC FORTE

- Bachelor of Commerce (B.Com), from Gujarat University in 2010 – 2011.

### **Training & Certifications:**

- Lean Six Sigma (Green Belt) – Process Improvement
- IATA Airline Customer Service Certification
- Workforce Management Professional Certification
- Quality Assurance & Monitoring Certification
- Advanced Excel & Data Analysis Training

## TECHNICAL PROFICIENCY

### **Well versed with**

- MS Office Suite (Excel – Pivot, VLOOKUP, Reporting; Word; PowerPoint)
- Workforce Management Tools (Real-Time Monitoring, Forecasting & Scheduling Systems)
- Contact Centre Applications (Reservation Systems, CRM Tools)
- Online Payment Systems (UPI, digital transactions support)
- Email & Communication Tools (Outlook, Gmail, internal ticketing systems)
- Data Analysis & Reporting Tools (basic SQL exposure, performance dashboards)

**Advice for Contacting:** I'm always open to conversation, networking with like-minded professionals, or discussing future prospects. Connect with me on Linked In or contact me at [shaddy89shaikh@gmail.com](mailto:shaddy89shaikh@gmail.com).