




MS Krishnan

 Abu Dhabi, UAE

Accomplished Airline Industry Professional with 12+ years of diverse experience in Performance Metrics. Reporting Automation, Cargo systems, Revenue Accounting, Corporate Strategy and Business Performance. Proven record of implementing process improvements, automating workflows, and driving key business outcomes. Expertise in KPI tracking, automation, data analysis, and financial performance reporting across passenger and cargo operations. Strong ability to manage cross – functional teams, consult with stakeholders, and deliver results on high – impact projects.

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SKILL SET

Airline Cargo & Revenue Systems | KPI & Performance Management | Process Automation & Optimization | Revenue Reporting Passenger & Cargo

Business Case & Transformation System Management | Data Analysis & Reporting | Power BI, Tableau, Adv. Excel, Power Point | Ad hoc Analysis

Stakeholder Management | Auditing & Compliance | Revenue Generation | Project Management and Cost Saving Initiatives. | Financial Reporting

WORK EXPERIENCE

2024 - Current



Etihad Airways PJSC, Abu Dhabi , UAE
Financial Reporting & Control | Reporting Automation Specialist

- **Automated & developed Direct Operating Costs reports**, covering key areas such as Catering, Lounge, Crew Layover, Airport Operations, Overflying, Cargo Handling, Ground Handling & Disruption. Enhancing visibility and providing real time insights through interactive data visualization.
- **Automated Airline Fuel Management Reporting in Real-Time**, delivering deep insights on vendor performance (Actual vs Budget), fuel consumption quantities, and burn costs at fleet and regional levels. The solution is now widely adopted across the organization, empowering senior management and the procurement team to make data-driven decisions and optimize fuel-related operations.
- **Led Cargo Accrual Project** by reviewing cargo service level costs at each station, analyzing contract terms, and assessing vendor invoices to identify unbudgeted services and instances of incorrect billing. Implemented solutions to integrate these services into the system using data from the Cargo System and Data Lakes, ensuring accurate accruals and financial reporting
- **Automated GST Output Tax Reconciliation Reports**, improving accuracy and reducing manual intervention by streamlining the reconciliation process.
- **Handled ad-hoc reporting and automation** based on specific requests from the Financial Division, delivering customized reports and solutions to support decision-making and operational efficiency.



Etihad Airways PJSC, Abu Dhabi , UAE
Corporate Strategy | Business Performance & System Specialist

2021-2024

- Managed the Business Case System (Wave) for tracking organizational projects, ensuring efficient routing through senior management and project approval processes.
- Spearheaded the implementation of KPI tracking across departmental, divisional, and executive levels, ensuring alignment with organizational goals and performance standards.
- Developed a scoring method for departmental and divisional bonus calculations, improving transparency and alignment with organizational objectives.
- Oversaw the Transformation System for tracking new initiatives, providing regular reports to senior management for informed decision-making.
- Delivered reporting for ADQ in compliance with mandated requirements.

- Managed financial tracking and automated dashboards for multiple projects, enhancing financial transparency and reporting accuracy.
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Etihad Airways PJSC, Abu Dhabi , UAE
Revenue Accounting | Senior Revenue Analyst (Passenger & Cargo)

2015-2020

- Prepared day-to-day cargo and passenger revenue reports, ensuring timely and accurate revenue recognition.
 - Led interline and freighter performance reporting, tracking, and analyzing key metrics for freight forwarder agreements.
 - Managed General Sales Agent (GSA) billing, ensuring accurate processing of commission payments and managing exceptions.
 - Oversaw block space agreement reporting and penalty tracking, improving the efficiency of the billing process.
 - Coordinated CCAs (Customer Credit Arrangements) and managed waiver requests with a focus on compliance and operational efficiency.
 - Managed Passenger Tax Reporting and Freight Performance Analysis, while driving efforts to reduce manual processes and enhance reporting accuracy through automation and streamlined workflows.
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Etihad Airways PJSC, Abu Dhabi , UAE
Cargo Systems | Cargo System Specialist

2013-2015

- Managed the cargo reservation system, ensuring seamless integration with internal and external stakeholders.
 - Led system audits and data capture processes to maintain system integrity and meet operational requirements.
 - Coordinated interface setup between cargo systems and revenue accounting, optimizing workflows and ensuring accurate data flow.
 - Overseen capacity management, GSA setup, station setup, and Airline messaging to maintain operational efficiency.
 - Implemented proration setup and other commercial support processes to streamline revenue generation.
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Technical Skills

Languages Known

Education Qualification

- Power BI
- Tableau
- Qlik View
- Power Automate
- Power Apps
- Advanced Excel
- VBA
- Power Point
- Oracle
- SAP
- Microsoft Dynamics
- SharePoint
- Phyton Beginner
- RPA
- Salesforce

English, Hindi, Malayalam
Tamil

Nationality: - Indian
Date of Birth: - 09/12/1983

Graduate in Finance: Calicut University
MIT - No Code AI & Machine Learning
Progress -AI tools Google AutoML,
Runway ML