**V. Benson Francis**

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**Senior Professional – Administration | Learning & Training & Development**

***25+ years in the field of operations and learning & development in the aviation industry***

**Executive Profile**

**Results-driven, multi-faceted leader offering demonstrated experience** in Administration, Training, HR, Learning & Development, and Process Optimization. Acknowledged as an all-rounder intellect, attuned with the latest trends and techniques of the field, having an inborn aptitude to structure and implement innovative Administrative policies/procedures to generate undivided commitment & dedication among the team. Keen planner and farsighted with strengths to perceive beyond obvious. Deft in managing courses on LMS (Learning Management System), and support testing of ongoing enhancement. Articulate communicator with exceptional mentoring skills in transforming a low performing team to a high level coupled with displayed acumen in understanding people psychology backed by confidence to interact with individuals at all levels. Strong business acumen and excellent communication skills.

***My skill sets:***

***Computer Proficiency:***

* MS Office- working knowledge of **Word, Excel, and PowerPoint, Internet & Email**

**Achievements**

* Awarded Mabrook for providing timely reports for the entire XP migration project.
* Received the award of Mabrook for the exceptional handling of EKAS & Business Skills Programme coordination.
* Earned a position to work with L&D Manager on the optimum budget allocation of AED 6.6 million.
* Accredited with generating the revenue of AED 300,000 to Emirates by designing and facilitating various courses.
* Applauded for creating training flight data for user interface end-user training for all Emirates and Ground Handling Agent staff across the Emirates Airlines network for approx. 10,000 end users.
* Geared the activities to craft the Leadership Development strategy and portfolio of solutions.
* Commended for handling the C3 project and EKAS –Dubai training progression.

**Work Experience**



**Emirates Group, Dubai (Since 1999)**

**L&D Coordinator – dnata 2018 – Present**

* Planned, organized and scheduled training for dnata staff including DWC staff, training for external vendors.
* Plan trainers’ schedules, coordinate trainers’ leave plans and create monthly training calendars.
* Analyse trainers’ productivity and resource utilization for effective resource management.
* Manage courses on LMS (Learning Management System), support testing of ongoing enhancement.
* Assessing training needs and communicating these needs to management.
* Provide with information about in-house or third- party training opportunities.
* Collecting and analysing feedback from participants and other trainers to gauge satisfaction and success.

**Learning & Development Officer 2015 – 2018**

* Administer the collation and analysis of training requirements from individual training units to prepare and publish the annual corporate training schedule.
* Lead and guide the administration team to enhance their performance while interpreting and prioritizing departmental policies, processes, and procedures into discrete tasks with clear accountabilities.
* Responsible for overseeing all administrative operations of the company, including setting up the organizational chart, manuals, policies & procedures, etc.
* Collaborate with internal and partner departments to ensure the effective use of human resources.
* Negotiated with vendors for material procurement, purchase, contracts as required by the company on behalf of higher authorities.
* Incessantly re-evaluate working practices, and recommend changes to enhance productivity, deliver role enrichment, and ensure the delivery of services according to the department's requirements.
* Deftly manage work processes in a rapidly evolving business environment, ensuring that processes are clearly documented and compliant with EAC and corporate standards.
* Meticulously formulate standard reports and provide intelligent analytical reporting to management.
* Produce interpretive summaries and trend analysis and forecasts as required.
* Being a central application owner, provide the main point of contact to OLM (Oracle Learning Management) users in the Emirates Group.
* Organize OLM (Oracle Learning Management) training sessions to new users and inform users of any system enhancements.
* Play a pivotal role in planning, leading, and monitoring Learning and Development support projects like upgrades to learning systems, facilities related projects, and new training initiatives.
* Provide financial support by supervising monthly payments and investigating discrepancies, generating timely and accurate invoices, and preparing inputs for collation to support the development of the annual EAC B Administration budget.
* Initiate the turnaround efforts in anticipating organizational needs, developing learning plans to move the business forward, mapping competencies to business priorities, and creating succession plans to build a real reservoir of talent.

**Training & Development Coordinator 2005–2015**

* Held accountable for managing all pertinent training events completely, including formulation of ‘Training Plan’ and dates.
* Managed perdiem pay out costs through optimum usage of available travel options.
* Coordinated with other departments to check resource availability (Classroom/Hotel/Material/Equipment, etc.) and suggested alternate and more cost-effective solutions.
* Provided assistance in enhancing/testing the system (OTA) to simplify and automate the process.
* Presented reports to Training Sections (Training records, KPI (Utilisation /feedback)), Line Depts. (training records) and T&D Support Management (weekly report, quarterly report, financials, and time and motion study).
* Liaised with internal business facing HR teams to provide comprehensive solutions with top-class people practices and drive the focus of employee development and individual-level development using various/latest development frameworks.
* Integrated role-specific learning paths in line with competencies, training/certification programs, and workplace coaching into the individual development plan/s leading to successful initiatives.
* **Was involved in promoting courses under the umbrella of “Business Skills Programme” where we provided various beginner’s courses for College/Universities leavers who were interested in joining Aviation industry**.

**Training Assistant/Admin Support 2001–2005**

* Proactively maintained training records of EK Group employees and external candidates who were trained with Group Training and Development and informed/guided trainees & their line managers on each trainee’s achievement.
* Maintained record, suggested process changes, and updated process maps on the Support Services Website.
* Competently maintained personnel systems and records for Learning & Development colleagues, including sickness, overtime, and local leave.
* Interacted and interfaced with cross-discipline team members (internal/external) and planned and implemented long-term development strategies for learning products.
* Assumed responsibility for monitoring all administrative operations for the office.
* Scrupulously handled research & analytical duties and a variety of liaison activities.

**Cashier 1999–2001**

* Diligently handled all administrative activities such as venue booking, per diem management, and invoice management.

**Prior Work Experience**

**Travel & Tourism International, Doha – Assistant Accountant 1997–1998**

**Jet Airways India. Pvt Ltd – Traffic Assistant (Customer Service) 1993–1997**

**Academic Credentials** & **Certifications**

***Education:***

* Bachelor of Commerce – University of Mumbai, India
* Diploma in Human Resource Management – Zabeel Institute, Dubai

***Certifications:***

* Successfully completed Leadership Development: Delegation (Online course)
* Completed Decision Making and Problem Solving: Problem Solving Fundamentals (Online course)
* Attended NEBS course in Management for supervisory skills
* Training on Negotiation skills
* Mars (EK ticketing system) at Emirates Aviation College
* Introduction to Civil Aviation course.
* Accomplished Basic Passenger Service & Cargo Foundation Course - Emirates Aviation College accredited by City & Guilds
* Customer Service Orientation - Jet Airways, and provided by Professionals of British Airways and Jet Airways
* Actively attended Human Relations in Practice & Telephone Techniques courses

**Personal Details**

**Marital Status**: Married |**Date of Birth**: 7th Dec 1968 | **Driving license**: Valid UAE Driving License