



BIJO WILSON

Ramp Team Leader

Experienced Customer Service with a demonstrated history of working in the Airlines/Aviation industry. Skilled in Flight operations, Customer service, Ramp, Quick turnaround Flights and Cargo Freighter aircraft and Commercial aviation.



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Sharjah, United Arab Emirates

SKILLS

Customer service

Time Management

Optimist, Self Motivation

Team Work

Attentiveness

LANGUAGES

English
Full Professional Proficiency

Malayalam
Native or Bilingual Proficiency

Hindi
Full Professional Proficiency

Tamil
Professional Working Proficiency

INTERESTS

Swimming

Travel

WORK EXPERIENCE

Ramp Team Leader

Sharjah International Airport/ Sharjah Aviation Service (Air Arabia)

11/2016 - Present

Tasks

- Overseeing the safe arrival and on-time departure activities. (On-loading off-loading and ground support) of the Aircraft on the ramp.
- Overseeing the accurate processing, storage and dispatch of both inbound and outbound Baggage, Cargo, Mail, Courier, and ULDs (Unit Load Devices)
- Leading the allocated staff and managing the equipment. Liaising with all departments and sections where required.
- Ensuring that any loading deviation is authorized by the dispatcher or load controller before release of the aircraft.

Security Executive

IGI Airport, New Delhi/ Indigo Airlines

06/2013 - 11/2016

Tasks

- Inspect, monitor and screen all passengers to make sure that safety is maintained.
- Responsible for controlling the access of people and items to a plane and to check passenger baggage using X-ray devices to detect prohibited and dangerous items
- inspecting passengers and co-workers using metal detectors to ensure the safety and security

Passenger Service Executives

IGI Airport, New Delhi/ Celebi Ground Handling Company (Turkish Airlines)

12/2012 - 12/2013

Tasks

- Handling Passenger check-in, boarding gates, Arrivals, transfer desk, baggage handling in BBA and BBA

Guest Service Associate

Trivandrum, Kerala/ Hotel Keys (Berggurun Hotels Pvt Ltd)

11/2011 - 11/2012

Tasks

- Administering check-ins and check-outs. Providing front desk services to guests. Assigning rooms and taking care of administrative duties. Delivering mail and messages
- Handling the reservation mail and phone calls

EDUCATION

Diploma in Aviation, Hospitality and Travel Management (01/2009 - 01/2010)

Frakfenn Institute, Trivandrum Kerala

CERTIFICATES

Airside safety, Ramp handling training and Dangerous Goods Regulation

Air Arabia

Basic AVSEC, Screening, Load and Trim for AIRBUS 320

Indigo Airlines

Swimming

Lakshmi Bai National Collage of physical education (Organized by sports authority of India)

Inflight training and Ground handling, jet airways