**DEEPALI GAIKWAD**

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# EDUCATIONAL QUALIFICATIONS

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| **Degree** | **Institution Name** | **Year of Passing** |
| **M.B.A**  **Aviation and HR management** | Pune University | 2010 |
| **Diploma in Aviation, Hospitality** | Frankfinn Pune | 2007 |
| **Bachelor of Arts & Computer science** | Pune university | 2006 |

# WORK EXPERIENCE

**Image Consulting Business institute (ICBI)**

Accredited by NABET (National board for education and Training)

* An Image consultant and soft’s skills trainer by ICBI who’s accredited by SQA (Scottish Qualification Authority)

**Passenger Services Manager& Line trainer**

**AI-SATS NEW DELHI - Jul 2019**

* **In charge of Flight Operations.**
* Initiating and implementing decision making process that introduce effective change at workplace.
* Emphasizing on Service standard and to enhance the Customer Services level.
* Conducting Weekly Audits on flight to maintain and improve on current service quality.
* Line Trainer for SITA/ ALTEA System Training /World Tracer / Airline product Knowledge /Soft’s skills etc.

# ACHIEVEMENTS

* Received an Appreciation from AI-SATS for the Excellent Flight Handling. (2018)
* Received an Appreciation from AI-SATS for Handling Newly Introduced SYD-MEL flights 100% OTP (2016)
* Project leader & Coordinator for Air India Star Alliance Audit, Which was successfully, completed (2014).
* Received an Appreciation from Emirates Airlines, HYD for Excellent performance.(2010)
* Project leader from Hyderabad to setup Delhi station at IGIA-T3 (2010) .

**Ms.Deepali Gaikwad**