

**AAKASH DILIP GAIKWAD**

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Looking for a good position as an aviation management executive with a challenging environment where I can use my knowledge base and personal attributes to achieve the organizational goals and enhance my career growth in the aviation industry.

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**WORK EXPERIENCE**

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**Nandan GSE Pvt Ltd (Turbhe, Navi Mumbai)**

**Designation: Service Manager (All Regional)**

**(06<sup>th</sup> Jan 2020 to Present)**

Role Description:

- ➔ Lead and manage the regional service department team, ensuring seamless coordination and efficient execution of service operations across all regions.
- ➔ Deliver exceptional customer service by maintaining strong and professional relationships with customers, third-party vendors, and dealers.
- ➔ Resolve customer concerns promptly and effectively, ensuring high levels of customer satisfaction and retention.
- ➔ Monitor service-related issues and recurring client complaints; implement proactive strategies and process improvements to mitigate reoccurrence.
- ➔ Drive revenue generation through more services and audits, identifying potential business opportunities, and converting them into customer orders to enhance profitability.
- ➔ Supervise and coordinate day-to-day activities of service technicians and regional teams to ensure timely and quality service delivery.
- ➔ Plan and execute preventive maintenance schedules to reduce equipment downtime and extend asset life.
- ➔ Conduct training sessions for technicians and support staff to enhance skill sets and ensure compliance with safety and technical standards.
- ➔ Maintain detailed records of customer interactions, service reports, complaints, and resolutions for audit and quality control.
- ➔ Lead strategic service initiatives, including digital tools adoption, CRM system usage, and automation in service processes.
- ➔ Provide input on product design improvements based on recurring field issues and customer feedback.
- ➔ Represent the service department in leadership meetings and contribute to company-wide strategic planning.
- ➔ Oversee warranty claims and after-sales support to ensure timely resolution and customer retention.

**Quantr Analytics Pvt Ltd, (Nerul)**

**Designation: Assistant Manager**

**(Aug 2018 to 04<sup>th</sup> Jan 2020)**

Role Description:

- ➔ Supporting the store manager and employees and creating and managing shift schedules.
- ➔ Completing tasks assigned by the general manager accurately and efficiently.
- ➔ Resolving customer issues to their overall satisfaction
- ➔ Ensuring product quality and availability.
- ➔ Assisting customers whenever necessary.

**Celebi Nas Airport Services India Pvt Ltd, CSIA Terminal-2, Mumbai (Singapore Airline)**

**Designation: Load and Trim Controller (CLC)**

**(Aug 2016 to 9<sup>th</sup> Aug 2018)**

Role Description:

- ➔ Ensuring load control accuracy, practicality, and procedural compliance so that output is of a high standard with regard to safety and quality.
- ➔ Ensuring all aircraft is operated within their operational limits with regard to weight and balance
- ➔ Maintaining operational efficiency achieved through optimum fuel uplift and trim
- ➔ Contribution to OTP (On Time Performance) for all load control related issues
- ➔ Interaction with other departments and outside agencies, including Ramp Operations and the Cargo and Operations Control Center, to ensure effective communication in order to complete Load Control tasks safely, accurately, and punctually.

**Pawan Hans Helicopters Limited (PHHL), Juhu Aerodrome, Mumbai**

**Designation: Aviation Management Trainee**

**Duration: 45 days**

Role Description:

- ➔ Successfully gain first-hand management training experience in almost all of the company's departments, like QCC, PPC, Line & Major Maintenance, OPS, Workshops, Material and Stores, Personnel & HR, Finance and Accounts etc.
- ➔ Routine aircraft maintenance, snag rectification, scheduled aircraft inspections, assisting engineers and technicians, assisting with aircraft movements, and organizing parts for aircraft inspections and maintaining a clean and safe workplace as an intern.

**Designation: Deputy Manager**

Role Description:

- Cost estimation, negotiation & price settlement of components and coordination with the supplier quality team to ensure timely and flawless development.
- Manufacturing process knowledge of company components, quality improvement.
- Monitor supplier performance to assess ability to meet quality and delivery requirements and result orientation, timely result achievement with excellent execution with teamwork, and functional competencies.

**PROJECTS UNDERTAKEN**

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|---|--------------|
| → Passengers Experienced & IT Trends Survey 2014-15                   | MAJOR        |
| → Civil Helicopter services industry in India : Western Region (PHHL) | INTERNSHIP   |
| → Types of aircraft   | (MBA I SEM)  |
| → International and national regulatory                               | (MBA II SEM) |

**ACADEMIC QUALIFICATION & CREDENTIALS**

- **MBA in Aviation Management from** Dr. D.Y. Patil University (2016)
- **Bachelor's degree in Science (Bsc.IT)**, University of Mumbai (2012)
- **Diploma In Drone Technology/UAV Pilot** Indian Academy of Drones (2018)
- **British Airways SAL License**
- **Aircraft Manual Weight and Balance (Air India)**
- **Air Arabia Load & Trim Certificate**
- **Dangerous Goods Regulations (DGR) Cat XIII**
- **MSCIT & CAO**

**Extra Curricular Activities**

- Participated in the 8th International Business Research Conference-2015 at IES MCRC, Mumbai.
- Passed the NCC Certificate 'A' Examination.
- Active participant in cultural activities of college.
- Karate for District
- Played interstate, zone, district, college, club & school-level cricket.

- Excellent written and oral communication with negotiation skills.
- Fast learner and an attentive listener with an ability to understand other's perspective and ideas.
- Innovative thinker with excellent analytical ideas.
- Pioneer: Able to take initiative with "Can do" attitude.

PERSONAL DETAILS

Date of Birth : 29/06/1991  
Marital Status : Married  
Linguistic Proficiency : English, Hindi & Marathi  
Passport No : N3779801

**Interests:** Cooking, nature, wildlife, camping, and listening to Indian film music.

**Location Preference: Anywhere Suitable.**

**I hereby certify that all the above information is true and correct to the best of my knowledge and belief.**

Place: Mumbai

Signature