


Prashant Agarwal



 Doha, DA

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Proactive, pragmatic and a people person, with over 13 years of experience in the aviation and customer service industries. Effective leader with great problem-solving skills and excellent at handling difficult situations. Highly committed individual, with impeccable communication skills, who is self-motivated and a great performer in stressful conditions. Determined and committed to improve organisational structures and procedures. Adapts quickly to new situations maintaining a high level of professionalism and a superior work-ethic. Has been based in Qatar for over a decade.



Work History

2018-05 - 2020-10

Cabin Services Director

Qatar Airways, Doha

- Managing team of up to 25 multicultural people on day-to-day basis deploying staff according to their strengths and company organisational requirements, boosting staff morale and productivity.
- Conducting meetings with on board staff to discuss expectations dependent on flight requirement.
- Responsible for assessing team members through regular on-board performance reviews in accordance with organisational safety, service standards and work rules.
- Identifying low performing employees and coaching them to achieve higher performance levels in line with company expectations.
- Managing customer expectations whilst providing solutions to their grievances and highlighting them to the company.
- Diffusing conflict between staff-staff, staff-customer & customer-customer on-board using SACS model.
- Providing bespoke customer service to VIPs on board.
- Suggesting improvements to procedures which, then reduced costs and strengthened customer confidence in safety protocols.
- Effective management of on-board emergencies requiring quick decision making while maintaining a professional demeanour.
- Submitted regular reports in accordance with company and aviation regulatory requirements detailing safety incidents and occurrences.

2015-05 - 2018-04

Senior Cabin

Qatar Airways, Doha

- Operated in compliance with all airline and federal aviation regulations for complete compliance with safety and security procedures.
- Inspected interior of aircraft prior to, during and after flights to ensure serviceability of cabin and emergency equipment.
- Drove passenger satisfaction by answering questions and providing prompt solutions to issues arising during flights promptly.
- Promoted safety, comfort and welfare of passengers by strict adherence to company standards.
- Managing sales of Duty Free products on board to maximise company profit margins.
- Collaborated in developing the TOPS Portal - crew scheduling platform.
- Part of pre-development team in creating QDOS (Qatar Airways Duty Free Operating System).

2010-03 - 2015-05

Flight Attendant

Qatar Airways, Doha

- Served beverages and food items and provided information about in-flight offerings to passengers.
- Demonstrated proper use of safety equipment, including seatbelts prior to takeoff.
- Providing personalised in-flight experience to customers.
- Delivering First Aid when required.

2007-07 - 2010-02

Lead International Flight Attendant

Jet Airways, New Delhi, India

- Facilitated communication between flight deck and cabin crew prior to and during flights to promote smooth operations amongst team.
- Delivered high sales of in-flight Duty Free and meal products.
- Serving First Class & Business Class customers.



Education

2004-07 - 2007-04

Bachelor of Science: Hotel And Hospitality Tourism

Institute Of Hotel Management - New Delhi, India

- Graduated 11th All India Rank.
- Member of Editorial, Fundraising and Cultural Committees.



Certifications

2018-04

Senior Leadership Excellence Programme

- 2017-06 Cultural Intelligence
- 2017-02 Emotional Intelligence
- 2020-01 Sofema EASA Quality Assurance Audit

 **Skills**

Team management	■ ■ ■ ■ ■
Conflict resolution	■ ■ ■ ■ ■
Complaint resolution	■ ■ ■ ■ ■
Sales expertise	■ ■ ■ ■ ■
Staff education and training	■ ■ ■ ■ ■
Service standard compliance	■ ■ ■ ■ ■
Problem solving	■ ■ ■ ■ ■

 **Additional Information**

- Full driving licence.
- First Aider.