



DEEPAK KHURANA

Customer services

// Contact Me

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// Self-evaluation

16 years of work experience with customer services and front line operations will help me and the organization to explore and develop new ideas for providing excellent customer services at all ends .

// Work Experience

- 2006.12-2019.04

Qatar Airways

Lead a team of 25 to oversee overall inflight service and safety operations while delivering five star cabin services. Training, coaching performance management , customer services , on board sales , report writing food and beverage service were some key areas practiced

- 2005.04-2006.11

Air Sahara

Engaged in inflight services with primary focus on safety and emergency procedures . Operated international and domestic sectors and focused on professional development while delivering remarkable inflight services

// Project Experience

- 2003.01-2003.02

Parking in 5 star Hotel

Evaluation and study of parking management systems in five star hotels in Delhi. Objective was to study the parking Space available , guest convenience, management systems and facility management

// Personal Information

**[37] [Married] [Liberal]
[India]**

// Job Objective

Job Category: Full Time
Desired Place: Anywhere
Desired Salary: USD 5000

// Education Experience

2011.07-2013.10

Sikkim Manipal University Operations management (Master's Degree)

2000.07-2003.04

Institute of Hotel Management Front office , Food and Beverage (Bachelor's Degree)

2000.08-2003.07

University of Delhi Correspondence Arts (Bachelor's Degree)

Certificate

-  Airline business awareness
-  Cultural Intelligence
-  Senior Leadership Excellence Program

// Professional Skills

Customer Services

Leadership

Team Management

● 2013.03-2013.04

Enterprise Resource Management

Study the required enterprise tools available for start up and the cost behind it.

Studied the market with software and hardware resources available

Objective was to assist the start ups to minimize cost with efficient planning and better utilization of market products and software

Food and Beverage

Guest Relations

Emotional Intelligence

Soft skills training