



# YASH PRAJAPATI

## PROFESSIONAL SUMMARY

Motivated and service-oriented aviation professional with more than 2 years of experience at Airline and Airport Operations. Expertise in airline operations, customer service, and ground handling support. Managing passenger flow, coordinating with cross-functional teams, and ensuring smooth airport operations.

## CONTACT

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+971 52 809 7096

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Yashprajapati5600@gmail.com

## BASIC INFORMATION

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|---------------------|----------------|
| <b>Height (cm):</b> | 183            |
| <b>Nationality:</b> | Indian         |
| <b>Address:</b>     | Bur Dubai, UAE |

## SKILLS

Team Player  
Customer Centric approach  
Emergency Response and Safety Procedures  
Professional Grooming and Etiquette  
Fluent in Languages: English/Hindi.

## WORK EXPERIENCE

### Emirates-CAE Flight Training (Dubai, November 2025 – January 2026) Planner and Scheduler Intern

- Coordinated initial, recurrent, upgrade, and differences flight crew training.
- Optimized simulator, instructor, and resource allocation to improve efficiency.
- Ensured compliance with Regulation Authorities - GCAA, EASA, FAA.
- Monitored Duty Time Limitations to maximize crew availability.
- Liaised with airline partners (Flydubai) to support for Dry Lease Bookings.

### Bangalore International Airport Limited (Bengaluru, June 2023-Jan 2025) Terminal Operations Assistant

- Monitored day-to-day terminal operations to ensure seamless passenger flow, cleanliness, and compliance with SOPs.
- Coordinated with airlines, CISF, housekeeping, and ground handling teams to maintain service standards and handle real-time issues.
- Oversaw passenger queue management at check-in counters, security checks, immigration, and boarding gates, reducing congestion during peak hours.
- Responded swiftly to operational disruptions such as flight delays, gate changes, and lost property cases, minimizing passenger inconvenience.
- Ensured all signage, facilities, and wayfinding aids were operational and passenger-friendly, contributing to improved customer experience ratings.
- Conducted routine terminal inspections for cleanliness, equipment functionality, and safety compliance.
- Assisted in emergency handling protocols including evacuations, medical emergencies, and crowd control as per airport security guidelines.

### Interglobe Aviation Limited (Bengaluru, November 2022-June 2023) Officer in Airport Operations and Customer Service

- Managed passenger check-in, boarding, and baggage handling for daily domestic and international flights, ensuring timely and efficient operations.
- Provided exceptional customer service, resolving passenger concerns related to delays, baggage, and documentation.
- Coordinated with flight dispatch, cabin crew, and security personnel to maintain on-time departures and compliance with DGCA regulations.
- Handled special assistance requests (wheelchair, elderly, unaccompanied minors), ensuring safe and Hassle-free travel.
- Operated departure control systems (DCS) for seat allocation, boarding pass issuance, and real-time updates.
- Ensured strict adherence to aviation security protocols and safety procedures, including passenger ID checks and baggage screening compliance.
- Worked in rotational shifts including nights and peak travel seasons, demonstrating high adaptability and teamwork.

## EDUCATION

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**Bachelor of Business Administration with Aviation Management**  
**Presidency University, KA, India** (July 2019 - August 2022)

**The Indian High School, Dubai, UAE**  
**High school, Commerce** (Jan 2017 - April 2019)