

# Sandeep Arora

Head Techno Commercial Business Assignments

## Summary

Seasoned professional with 16 years of extensive experience in spearheading business operations with ROI accountability. Strategic planner with proven ability to develop short & long term strategies, improve operations, impact business growth and maximize profits through achievement in financial/cost management, resource allocation, performance measurement, internal controls enhancement and productivity improvements. Track record of identifying redundancies and maximizing global resources to streamline procurement operations.

## Specialties

- Airport Operations & Development.
- Safety & Security Management.
- Dangerous Goods Specialist.
- Operations
- Business Development
- Strategy Planning.
- Team Management.
- Warehousing.
- Leadership Experience

## Experience

### **Operations Head – India, Air Logistics Group**

November 2010 - Present

Delhi, Mumbai, Kolkata & Chennai – India.

### **Dy.General Manager – Cargo & Officer on Special Duty, Aryan Cargo Express**

November 2009 – May 2010 (7 months)

Delhi – India & Brussels – Belgium.

### **Regional Manager – Country Operations, FedEx Express**

February 2008 - November 2009 (1 year 9 months)

Delhi Gateway.

### **Manager – Cargo Operations (North India), Jet Airways**

January 2005 - February 2008 (3 years 1 month)

North India

### **Manager – Terminal Operations, Express Industry Council of India.**

November 2003-December 2004 (1 year 1 month)  
Delhi.

**Executive – Cargo Operations & Planning, KLM Royal Dutch Airlines.**  
April 1995 – October 2003 (8 year 6 months)  
Delhi.

## Education

**Indira Gandhi Open National University**  
Management in Business Administration since 2005  
**Hansraj College, Delhi University**  
Bachelor of Commerce (Honours), 1994.  
**Institute of Chartered Shipbrokers, London, UK.**  
Pursuing membership.  
**Higher Secondary (Central Board of Secondary Education)**  
Intermediate, 1991  
**High School (Central Board of Secondary Education)**  
High School Graduation, 1989

## Honors and Awards

**Bravo Zulu Award** for implementation of APEC CORE CLERANCE SYSTEM IN INDIA by FedEx Express, March 2009.

**Bravo Zulu Award** for India Clearance Operations Audit by FedEx Express, January 2009.

## Trainings.

- IATA Dangerous Goods Course in 1999-2000.from NIAMAR (AAI).
- DGR Awareness Course in 2000 from KLM – Delhi.
- Cargo screening course in 1998 from BCAS (Govt of India)
- Basic Course in Cargo Supervision in 2003 from KLM – Amsterdam.
- Customer Service Excellence in 2005 from Jet Airways ( I ) Ltd.
- Basic Cargo Course in 2005 from Jet Airways ( I ) Ltd.
- Basic Airport Handling (Passengers) in 2005 from Jet Airways ( I ) Ltd.
- Basic DGR Course certified by DGCA in 2007- 2009 from Jet Airways.
- Managers Applied Personnel Skills in Feb 2008 from FedEx Express.
- Managers Safety Program in May 2008 from FedEx Express.
- Leadership Principles for Managers in Sept 2008 from FedEx Express.
- Dangerous Goods Course in 2008 from FedEx Express.
- MDD Weight & Balance Course in 2009 from FedEx Express.
- Quality Driven Management Training in 2009 from FedEx Express.

- Fire Safety Training in 2009 from FedEx Express.
- IATA Dangerous Goods Course with distinction in CAT 3 & 6 from NIAMAR in Feb 2011.