IRFAN KHAN

Chief Business Analyst (Crew Scheduling & Training Management) | CSM® | CSPO®| ITIL® 4 | SME | Lean Management | Aircraft Dispatcher License(FAA)

CONTACT

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AREAS OF EXPERTISE

- Client Management
- Delivery Management
- Crew Resource Management
- Change Management
- Subject Matter Expert
- Enterprise Resource Planning
- Stakeholder Management
- Operation Management
- Project Planning & Management
- Customer Service
- Crew Scheduling
- People Management
- Communication
- Analytical skills
- Client Relationship
- Leadership
- Negotiation
- Situational Awareness

EDUCATION DETAILS

- University of Madras BSC, Computer Science · (2001 - 2004)

PROFESSIONAL SUMMARY

Highly energetic and seasoned professional with extensive 19+ years of experience in the Aviation Industry. Currently overseeing the Flight Ops/Crew Management and Training Management divisions by acting as a liaison between the technical team and the users. Being a Chief Business Analyst, I have also served as a Delivery Manager, Subject Matter Expert and Project Implementation Manager for 20+ International/Domestic clientele to bring airline business processes into the system and build the software for an airline to function smoothly. Extensive experience in identifying the business needs, supporting the functions across the business unit and developing detailed business requirement specifications for all business units to define appropriate configuration technically.

Competent professional with experience in Airport/ Flight Operations, Crew Scheduling in both Scheduled and Non-Scheduled Airlines and holder of FAA Flight dispatcher licence. Adept at offering an in-depth understanding and implementation of Aviation ERP system, Aviation Resource Management System, and various international projects.

CAREER CONTOUR

- Project Manager, Sheorey Digital Systems Pvt. Ltd. (SDS) | March 2016 - March 2017
- Senior Manager - Operations (South India), IFOS Aviation Services | June 2015 - December 2015
- Manager - Flight Operations & Sales , V M Aviation Pvt Ltd, Chennai | August 2012 - June 2015
- Manager - Flight Operations & Business Development, Omega Airlines Pvt Ltd, Chennai | April 2011 - August 2012
- Flight Operations, Religare Aviation Limited, Chennai Area, India | February 2009 - March 2011
- Customer Service & Airport Operations, Indigo Airlines | May 2008 - January 2009
- Duty Officer, GO FIRST | November 2005 - May 2008
- Commercial Assistant / Air Traffic, Air India Limited | April 2005 - November 2005
- Cargo Executive | Aero Cargo Services | 2004 - 2005

Collaboration: Collaborated with many departments to generate ideas for addressing significant program/project challenges in order to keep the programme on schedule.

Client relation : Engaged with customers to proactively resolve difficulties, operational challenges, training gaps, and other issues to ensure adherence to Process SOPs and to address client needs both statutory and business process on a regular basis, as well as to deploy project management methodologies to execute client requirements on a daily basis.

Strategies: Set up, structured and delivered a diverse range of fast-moving projects that are innovation-based, technically and organizationally complex, strategic, digital, and communication focused.

Geography: Argentina, USA, Maldives, South Korea, Brazil, Anchorage, Malaysia & Singapore.

Lead: Handling 25+ employees reporting directly to me and 50+ employees indirectly reporting to me.

Account Management: Point of contact for many domestic and international clients in resolving issues, Setting up business processes and focused on nurturing client relationships.

Laminaar Aviation Infotech
Chief Business Analyst | Jan 2023 - Present
Recently promoted to this role..

Principal Business Analyst   (Crew Scheduling & Training/LMS Management,) India | Oct 2019- Dec 2022

Critical Impact:

Projects : Flybondi (Argentina), Eastern Airlines (Miami/USA) , Vistara Airlines ,NAS cargo (Anchorage), Trans Maldivian Airways (Maldives), Jin Air (South korea) , Itapemirim Transportes Aereos (Brazil) ,

Responsibilities:

- Responsible for Aviation Resource Management System(ARMS), Operations System & Crew Management System.
- Effortlessly handled the Project implementation process for clients offsite/ onsite in accordance with the SOP & schedule.
- Liaison with other verticals to ensure seamless deployment for Operational vertical (Flight Operations & Crew Management System)
- Ability to determine Operational objectives by studying business functions, gathering data, analysing facts, and building recommendations.
- Provided onsite support and demo to clients. Supervised and involved in the UAT process before the implementation and Go Live.
- Assisting Change Control Management by capturing change requests and communicating direction deviations across IT and Business Stakeholders.
- Discuss & Record "Customization/Change Requests"(CRs) made by clients/ users.
- Undertake just-in-time training for users on an as required basis to improve efficiency.

Sheorey Digital Systems Pvt Ltd (SDS)
Senior Business Analyst (Crew Management / Training Management), India | May 2018 - October 2019

Critical Impact:

Projects : Flybondi (Argentina), Eastern Airlines (Miami/USA) & Quikjet Airlines , Go Air, Vistara Airlines ,NAS cargo (Anchorage), Training Qualification and Document module. Trans Maldivian Airways (Maldives)

Responsibilities:

- Monitor bugs reported by clients/users, verify their occurrence, and guarantee prompt closure in accordance with specified SOP.
- Track and follow up with Tech Support Dept (through Tech Support Portal) on the disposal/ rectification action, delivery date of Bug resolution.

- Ability to determine Operational objectives by studying business functions; gather data, analyze facts, and build recommendations.
- Support Change Control Management by capturing change requests and communicating direction deviations across IT and Business Stakeholders.
- Work with diverse teams to develop recommendations for addressing key program/project related issues to keep the program on track.
- Inform the client or user as to the status of the bug correction process.
- Have the CR/NRss vetted and approved by Client's SPOC/ HOD and upload the same to the SDS Tech Support Portal.

◎ **Business Analyst (Crew & Training Management) March 2017 - April 2018**

Projects : Flybondi (Argentina), Eastern Airlines (Miami/USA) & Quikjet Airlines , Go Air, Vistara Airlines , NAS cargo (Anchorage), Training Qualification and Document module. Trans Maldivian Airways (Maldives)

- Assisted the clients to configure the validation in the system and transfer knowledge to the clients to use the system efficiently.
- Trained onsite for clients in various countries across the globe.
- Handled meetings in understanding client's business requirements
- Ensured to meet the SLAs in resolving bugs and other technical issues and change management.
- Responsible for presentations and demos to the clients.
- Compiled data regarding standbys provided within a given base for a roster period

◎ Diploma in Computer Application

Diploma in Airline Travels & Tourism Management

Power BI Essential Training

Certified Scrum Product Owner® (CSPO®)

Cert Prep: Scrum Master

ITIL® 4 Foundation Level

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