



Kajal Singh

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Summary

Aviation professional with **12000+ flying hours**; and **10+ years of global experience** at Indigo, AirAsia India, and Qatar Airways, leading multinational teams and managing high-stakes customer operations in one of the most dynamic, people-intensive, and globally regulated industry. Skilled in service excellence; and customer operations.

Professional Experience

Cabin Crew, Customer Operations & In-flight Service | Qatar Airways | Doha, Qatar

Jun'23-Jan'26

- Effectively managed high-volume operations for **300+ customers per flight** across **150+ flight operations annually**.
- Led structured, time-critical decisions in high-pressure situations, resolving **medical, security, and emergency incidents** on the spot, making **real-time trade-offs**, thereby preventing costly escalation or operational disruption.
- Managed complex, **multiple concurrent workstreams** per rotation and high-stakes protocols with **zero tolerance for error**.
- Established trust and integrated seamlessly with new-formed crews drawn from **120+ nationalities**, to perform effectively within a compressed operating window, without any ramp-up time.
- Led in-flight operations as a **frontline brand ambassador** of 'World's Best Airline', optimizing operations service for customers, sustaining a **100% positive-feedback score** throughout.

Senior Cabin Crew, Customer Operations | AirAsia India | Delhi, India

Mar'18-Jun'23

- Led a **4-member cabin crew** serving **180+ passengers per flight**, sustaining a **90% annual customer-satisfaction score**.
- Acted as '**single point of contact**' across cabin crew, cockpit, ground staff, and catering teams, coordinating pre-flight readiness and resolving passenger escalations to keep operations on schedule.
- Delivered **95% achievement** on core operational KPIs including turnaround time, on-time departures, and passenger satisfaction across **80 flights monthly**.
- Designed an NPS-based customer-feedback mechanism that surfaced and **resolved 30% of recurring issues**.
- Mentored bench staff using NPS-driven insights, **cutting customer complaints by 20%** through coaching and feedback.
- Led the execution of new SOPs across domestic routes, **meeting 90%+ of operational efficiency targets** before deadline.
- Reconciled onboard catering and duty-free inventory each rotation, thereby reducing stock-outs and **wastage by 10%** across high-frequency turnarounds.

Cabin Crew, Customer Operations & In-flight Service | IndiGo (Interglobe Aviation) | Delhi, India

Jul'15-Feb'18

- Grew **ancillary revenue by 20%** through tactical product placement and targeted up-selling of in-flight F&B and merchandise.
- Delivered **zero-error pre-flight operations** and equipment checks, consistently meeting strict SOP guidelines, **ensuring 100% on-time cabin-readiness** rate across all sectors.
- Effectively maintained a **100% safety-compliance** score by reinforcing aviation policies and procedures on board.
- Served as the coordination point **across four functions per flight**, aligning independent teams to a shared operations schedule.

Education

Bachelor of Business Administration (BBA) – *Assam Down Town University | Assam*

Diploma in Aviation, Hospitality & Travel Management – *Institute of Commercial Management | Pune*

Accomplishments and Awards

- Exceptional Leadership Award – recognized for outstanding team leadership at AirAsia India (2022).
- NPS Star Performer – awarded for top customer-satisfaction (Net Promoter Score) performance, AirAsia India (2020).
- Technical Know-How Award - highest "technical know-how" award, InterGlobe Aviation (IndiGo), 2015.

License & Certifications

- Lean Six Sigma, Green Belt, KPMG
- HR Master Camp – Masters' Union x KPMG | Gurugram
- First Aid, CPR & CRM: Certified in First Aid, CPR, and Crew Resource Management (aviation safety training)
- Aircraft Type Training: Trained and qualified on Airbus A320, A330, A350, A380 and Boeing 777, 787
- Cultural Intelligence Assessments & Certification, CQC: Qatar Airways

Co/Extra Curricular

- Participated and contributed to community engagement programs, including Robinhood Army.