



CHANDRA MADI NEUPANE

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PROFESSIONAL SUMMARY

I am Ground handling diploma graduate with strong communication, ramp operation and customer service skills, with knowledge of safety and emergency procedures. Passionate about aviation and committed to providing an excellent passenger experience while pursuing a career as a Ground Handler staff.

CAREER OBJECTIVE

To secure a Ground Handler position where I can apply my training, communication skills, and passion for customer service and ramp operation to ensure passenger safety and deliver a Ground operational services while growing professionally in the aviation industry.

WORK EXPERIENCE

- **Shashwat Traders** | Customer Service Executive| April 2025-September 2025
 - Resolved customer complaints
 - Maintained sales records
 - Worked under pressure
 - Handled phone calls & inquiries
- **Tribhuvan International airport** | Intern| Ongoing
 - Assisted in passenger handling & costumer service
 - Coordinated with airport and airlines team
 - Followed airport safety & operational procedure
 - Made announcements

PROFESSIONAL TRAINING & CERTIFICATIONS

International Diploma in Airport Ground Handling

Northern Light Academy of Aviation and Technology (NAAT) |6 Month|

Affiliated with City & Guilds, UK

PROFESSIONAL SKILLS

- Basic Fire, Rescue & Safety Training
- First Aid & Medical Training
- Marshalling
- Passenger check-in & Boarding

EDUCATION

+2 High School

- Shree Saraswati secondary school

International Diploma in Airport Ground Handling

Northern Light Academy of Aviation and Technology (NAAT) City&
Guilds, UK Affiliated

KEY COMPETENCIES

- Polite and friendly attitude
- Quick learner
- Knowledge of ramp operations and aircraft turnaround
- Basic understanding of Load instruction Report
- Understanding of airport safety procedures and regulations
- Baggage and cargo handling
- Strong teamwork and coordination skills
- Time management and punctuality
- Attention to detail and safety awareness
- Aircraft marshalling knowledge
- Problem-solving and quick decision-making
- Passenger handling
- Basic Computer Skills

LANGUAGE PROFICIENCY

Nepali – Fluent

English – Fluent

Hindi – Fluent

PERSONAL DETAILS

Date of Birth: 19th December, 2007

Nationality: Nepalese

Gender: Male

DECLARATION

I hereby declare that the above information is true and correct to the best of my knowledge.