

# Aakarshan Rastogi



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## Licences & Ratings

- CPL with IATRA
- Multi IFR
- Valid RAIC
- Class 5 Drivers Licence
- Emergency First Aid for Industry (OFA Level 1 Equivalent)

## Flight Experience

- 270 Hours TT
- 100 Hours PIC
- 23 Hours Multi
- 52 Instrument Hours

## Aircraft Flown

- **WHEELS:** C-152, C-172
- **MULTI:** PA-44

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## Work Experience

### Guest Experience Zone Lead - Vancouver Airport Authority

Nov 2023 - Present

- I learnt the ever-changing security protocols and policies to be followed; while ensuring I assist our guests and go above and beyond what is expected.
- I understood the flow of guests throughout the terminal, identified the most common pain points and queries, and resolved them with a smile.
- I earned two 'Amazing Award' badges based on my performance and got promoted from Guest Experience Representative to Zone Lead role in April 2025.

### PAA (Passenger Assistance Agent) - GAT (formerly, Strategic Aviation)

Apr 2022- Nov 2023

- Greeted every passenger flying with our partner airlines with a smile and ensured they were assisted—whether unaccompanied minors, passengers with special needs, or wheelchair users—during both deplaning and enplaning.
- Utilized PaxTrack™ systems to maintain a detailed activity log of every assisted passenger.

### Cybersecurity Analyst - Ernst & Young LLP, India

Aug 2019 - Mar 2020

- Conducted cybersecurity learning and awareness sessions with practical demonstration in front of large audiences, and maintained records of each session in an organized manner.
- Made new additions by introducing new techniques of cybersecurity which was recognized by the 'Kudos Award.'

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## Training & Education

- CPL: Professional Flight Centre (Delta, BC)
- Multi-IFR: Cornwall Aviation (Cornwall, ON)
- Bachelor of Technology: Computer Engineering (KJSCE, Mumbai, India)

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## Personal Interests

- Prioritizing fitness and health for a stronger lifestyle
- Learning about the mechanics of cars and appreciating their engineering
- Challenging myself in the kitchen by personally cooking and experimenting with different cuisine

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## Skills

- Languages: Fluent in English and Hindi.
- Computer Skills: - Proficient with Microsoft Windows based PCs and Microsoft Office Programs, Word, Excel, PowerPoint and Outlook.

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## References

1. Pritom Roy Joy (Class 1 Flight Instructor)
2. Natalie Neumaann (Supervisor, Guest Experience)

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Additional references can be provided.