



BYRON TIMOTHY NGOGA

Aviation Ground Handling and Operations Team Lead

PROFILE

Experienced Aviation Ground Handling and Operations Team Lead with 13+ years in cargo and ramp management, customer service, and duty supervision. Proven ability to optimize operations, ensure safety compliance, and lead high-performing teams to deliver service excellence in fast-paced aviation environments. Dedicated to enhancing operational efficiency, fostering collaboration, and upholding the highest industry standards.

WORK EXPERIENCE

Cargo Customer Services Agent

Datacair | Nairobi, Kenya

Oct 2025 – Present

- Handle customer queries and complaints, ensuring timely and accurate resolution.
- Communicate operational updates, tariff changes, and shipment restrictions to staff and clients.
- Support revenue reporting through daily compilation of sales and account statistics.
- Maintain accurate cargo databases, including embargoes, restrictions, and contact details.
- Ensure compliance with safety, quality, and environmental standards.
- Support team performance through guidance, policy implementation, and process improvement.
- Execute daily freight operations while driving efficiency and customer satisfaction.

Key Account Manager – Cargo and Ramp Operations

Africa Flight Services | Nairobi, Kenya

Mar 2024 – Mar 2025

- Strengthened airline partnerships through consistent engagement and adherence to service standards.
- Maintained a zero-incident record by enforcing rigorous safety and security protocols.
- Conducted shipper audits to ensure compliance and mitigate operational risks.
- Streamlined reporting systems to improve communication flow and decision-making efficiency.

CONTACTS



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TECHNICAL SKILLS

- Cargo and Ramp Operations
- Aircraft Load Planning and Weight Balance
- Dangerous Goods Handling and Acceptance
- Aviation Safety and Security Compliance
- Airside Coordination and Ground Operations
- Cargo Documentation and Verification
- Perishable and Cold Chain Handling
- Live Animal and Special Cargo Handling
- Freight Forwarding and Export Procedures
- Regulatory and Customs Compliance
- Cargo Inspection and Quality Control
- Incident and Risk Reporting
- Resource Allocation and Scheduling
- Customer Service and Complaint Resolution

LANGUAGES

English

Kiswahili

COMPETENCIES

- Operational Leadership and Team Supervision
- Customer Experience and Service Excellence
- Cargo and Ramp Operations Management
- Safety Awareness and Compliance Monitoring
- Performance and Quality Management
- Problem Solving and Decision Making
- Communication and Coordination Skills
- Staff Motivation and Mentorship
- Planning and Organizational Efficiency
- Risk Assessment and Mitigation
- Conflict Resolution and Relationship Building
- Strategic and Analytical Thinking

ACHIEVEMENTS

- Elevated ground handling efficiency by implementing optimized load planning procedures that enhanced turnaround performance and minimized operational delays.
- Strengthened airline partnerships through consistent service delivery, proactive communication, and alignment with international handling standards.
- Advanced safety culture by reinforcing compliance with airside safety protocols, reducing operational risks, and maintaining regulatory integrity.
- Enhanced customer experience by driving responsive complaint resolution processes and improving communication between front-line teams and clients.

Supervisor - Cargo and Ramp Operations

Emirates Airline | Dubai, United Arab Emirates

Feb 2015 - May 2023

- Led a team of 20+ cargo handlers, enhancing efficiency through improved standard operating procedures.
- Implemented continuous training programs to strengthen safety and compliance performance.
- Coordinated cross-functional teams to ensure seamless cargo flow and customer satisfaction.
- Developed optimized load plans to maximize aircraft utilization while maintaining safety standards.

Duty Officer - Cargo Operations

Swissport Kenya Limited | Nairobi, Kenya

Aug 2013 - Jan 2015

- Directed cargo teams to improve loading and unloading efficiency through standardized procedures.
- Ensured full compliance with documentation and security protocols in coordination with customs.
- Enhanced inventory systems to improve cargo availability and minimize delays.
- Maintained high operational standards through audits and continuous improvement initiatives.

Team Leader - Cargo Operations

Swissport Kenya Limited | Nairobi, Kenya

Jun 2011 - Jul 2013

- Supervised cargo handling operations with a focus on safety and performance improvement.
- Supported staff training and upskilling to enhance operational expertise and productivity.
- Collaborated with logistics and customs teams to optimize workflows and reduce turnaround time.

EDUCATION

Bachelor of Science in Business and Entrepreneurship

Open University of Kenya | 2024 - Present | Kenya

University Diploma in Aviation Ground Handling

Edith Cowan University | 2015 - 2017 | Australia

IATA/FIATA Diploma in Dangerous Goods Regulations (DGR)

East African School of Aviation | 2008 - 2009 | Kenya

IATA/FIATA Diploma in Air Cargo Introductory

East African School of Aviation | 2008 - 2009 | Kenya

- Streamlined operational reporting and documentation systems, improving accuracy, traceability, and decision-making efficiency across departments.
- Fostered team capability by leading targeted staff training programs focused on quality assurance, service delivery, and compliance awareness.
- Championed process improvement initiatives that optimized resource utilization, improved productivity, and strengthened service reliability across cargo and ramp operations.

REFERENCES

Mr. Steve Mutai

Operations Excellence Manager
Saudia Cargo | Kenya
Tel: +254 723 580 963

Mr. Peterson Kimeu

Chief Commercial Officer
TradeWinds Aviation Services | Kenya
Tel: +254 724 759 720

Mr. Wycliffe Muthui

IATA/FIATA Approved Instructor
Kenya
Tel: +254 722 315 661

PROFESSIONAL TRAININGS

- Training on Active Supervision | Swissport Kenya & Emirates SkyCargo
- Cargo Operations Training on Standard Operating Procedures for Virgin Atlantic Cargo | Swissport Kenya
- Human Factors Training for Virgin Atlantic Cargo | Swissport Kenya
- Member of the Occupational Safety and Health (OSH) Group | Swissport Kenya
- Basic Cargo Training Course | Swissport Kenya
- Aviation Security Training Course | Swissport Kenya & Emirates SkyCargo
- Safe ULD Handling | Swissport Kenya & Emirates SkyCargo
- Good Distribution Practice (GDP) | Swissport Kenya & Emirates SkyCargo
- DGR Significant Changes to Ramp and Cargo Handling Staff | Emirates SkyCargo
- Airside Load Management (ALM) | Swissport Kenya & Emirates SkyCargo
- Cargo Load Optimizer (CLO) Tool | Swissport Kenya & Emirates SkyCargo
- Live Animal Regulations (LAR) | Swissport Kenya & Emirates SkyCargo
- Fire Warden | Swissport Kenya
- Cold Chain Handling from Envirotainer (QEP) | Swissport Kenya & Emirates SkyCargo
- Human Factors Training for Airport Operations | Emirates SkyCargo
- Sky Cargo Special Load and Ramp Handling | Emirates SkyCargo
- Dangerous Goods Acceptance (DGA) | Swissport Kenya & Emirates SkyCargo
- Dangerous Goods Handling (CAT 7, 8 & 10) | Emirates SkyCargo
- Passenger Cabin Loading (CiC) | Emirates SkyCargo
- B777F 4 Eye Principal | Emirates SkyCargo
- Safety Management System (SMS) | Emirates SkyCargo