



# Eshan Devore

## Profile

Eshan Devore, is an accomplished professional with expertise in market research and aviation operations. As a Market Researcher at GRM Research, he demonstrates proficiency in conducting comprehensive research and data collection initiatives for prestigious clients, specializing in assessing customer satisfaction and operational effectiveness within New York's major airports. With a proven track record of engaging passengers and implementing strategic solutions, Eshan excels in delivering actionable insights to drive enhanced performance. Prior to this, he served as an Airline Supervisor at Worldwide Flight Services, where he ensured the smooth operation of daily flights, managed irregular situations, and provided exceptional customer service. Eshan holds a Bachelor of Science in Textile Development and Marketing from the Fashion Institute of Technology, where he graduated Magna Cum Laude.

## Employment History

### Market Researcher, GRM Research, New York & New Jersey

JULY 2023 – PRESENT

Experienced Airport Market Researcher with a proven track record of conducting comprehensive research and data collection initiatives for prestigious clients such as the Department of Commerce, Boeing, L'Oreal, ASQ (Airport Service Quality), and major airlines. Specializing in assessing customer satisfaction and operational effectiveness, particularly within the bustling environments of New York's three major airports: JFK, LGA, and EWR. Skilled in engaging passengers traveling on domestic and international flights to participate in surveys, with an impressive 60% participation rate. Proficient in analyzing feedback to identify areas for improvement and implement strategic solutions. Adept at building rapport with diverse stakeholders and delivering actionable insights to drive enhanced performance and customer experience.

### Airline Supervisor, Worldwide Flight Services, Queens

JUNE 2022 – JULY 2023

In the role of Airline Supervisor at Worldwide Flight Services, I was responsible for ensuring the punctual departure and arrival of three daily flights, as well as managing any irregular situations that may arise during operations. Additionally, I'd assist customers with Customs procedures and seamless transfers between our flights and other international and domestic carriers. My duties also included meticulously logging airway bills, confirming customs clearance, overseeing cargo loading and unloading on the ramp, and ensuring the proper confirmation of diplomatic bags onboard. Furthermore, I'd maintain constant communication with Homeland Security and TSA to deliver outstanding customer service and ensure passengers' compliance with travel regulations. Moreover, I'd deliver essential announcements at key points throughout the airport, such as Check-in, Gate, and Arrivals, to facilitate the efficient allocation of customers, baggage, and security briefings.

## Education

### Bachelor of Science, Fashion Institute of Technology, New York

SEPTEMBER 2017 – DECEMBER 2021

Textile Development and Marketing, TDM

## Details

Queens, New York  
United States  
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## Skills

Time Management

Microsoft Excel

Microsoft PowerPoint

Microsoft Office Word

Fast Learner

Communication

Adaptability

Customer Service

Leadership and Teamwork

## Languages

English

Hindi

Bengali

## Hobbies

Fashion  
Basketball  
Traveling  
Volunteering  
Reading