

## **Pratik Sen – Associate Director System's Training, Indigo**

I joined IndiGo in February 2007 and I am responsible for ensuring that all our airport employees are trained on systems and service related process. I have more than 12+ years of experience in the Aviation industry.

I started my career as a customer service employee and then moved to the Training department. I currently work as Associate Director - System Training at ifly (The Learning Academy at IndiGo).

I also a part of the disability related initiatives taken by IndiGo to improving external and internal customer experience