

At the Helm in Mumbai: Viha Upadhyay, Leading with Heart and Precision

At one of the busiest airports in the world, where every second matters and every passenger counts, Viha Upadhyay, our Station Manager in Mumbai is at the center of it all. Viha's role is both complex and deeply rewarding: ensuring operations run smoothly, flights are handled safely, and every guest enjoys the seamless Kenya Airways experience from the moment they arrive at the airport.

Her journey with Kenya Airways began with a passion for aviation and a desire to contribute to the airline's global growth. Over the years, Viha has gained valuable experience in Ground Operations, Customer Service, and Station Management, each step preparing her for the challenge of leading our Mumbai station.

"My most important responsibility is ensuring the safe, smooth, and efficient handling of our operations while maintaining a seamless customer experience. I see myself as the bridge between our passengers, our ground handling partners, and the airline."

Mumbai is a station like no other. As India's second-busiest airport, it operates at an intense pace on a single runway, with strict regulations and complex logistics. Add to that a diverse passenger mix, from corporate executives and leisure travelers to families and medical guests, and it's clear why adaptability is key. Under Viha's leadership, the team in Mumbai delivers tailored service that balances efficiency with empathy, ensuring every traveler feels valued and supported.

"What makes Mumbai unique is the scale and pace. You have to be resilient, and you have to adapt, especially because our passengers are such a diverse mix. From corporate executives rushing to meetings, to families on holiday, and even medical travelers who need extra care, no two days are ever the same."

For Viha, leadership is about setting the tone. She believes in leading by example, staying approachable, and empowering her team to do their best. Even in challenging situations, like baggage disruptions during peak traffic, she emphasizes transparency, teamwork, and persistence- values that have helped her team maintain trust with passengers and partners alike.

"Leadership to me is about creating an environment where people feel supported, accountable, and motivated to deliver their best."

Culture, too, plays a vital role in how she approaches her work. In India, warmth and respect are woven into everyday interactions. Small gestures, listening carefully, speaking a few words in a local language, or patiently explaining a

process, go a long way in building trust. It's this personal connection that makes Kenya Airways' service in Mumbai stand out.

Outside the airport, she has her own recommendations for visitors: watching the sun dip below the horizon along Marine Drive, standing in awe at the Gateway of India, or indulging in Mumbai's famous street food- vada pav, pani puri, and pav bhaji. These experiences, she says, capture the true energy and flavor of the city.

For Viha, Mumbai is more than just a workplace. It's a city of contrasts, challenges, and opportunities, a place where precision meets passion, and where every Kenya Airways journey is made memorable.