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# DEXTER R ITHAL

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## EXPERIENCE

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**FEDERAL AVIATION ADMINISTRATION  
MIKE MONRONEY AERONAUTICAL CENTER**  
6500 S MACARTHUR RD  
OKLAHOMA CITY, OK 73170

**CHICAGO ARTCC**  
619 W. INDIAN TRAIL  
AURORA, IL 60506

**CHICAGO TRACON**  
1100 BOWES ROAD  
ELGIN, IL 60123

**Science Applications International Corporation**  
**ATC Training Analyst Sr, FAA Academy, April 2016 - Present**

- ◆ En-route lab row instructor III and radar certified 2016
- ◆ Lead instructor certified 2018
- ◆ Classroom certified 2018
- ◆ Basic Instructor Training 2019
- ◆ TBFM Instructor Certified 2020
- ◆ TBFM Course Coordinator 2020

**Operations Manager, Chicago TRACON, December 2014 – May 2015**

- ◆ Provide first level supervision over 3 support specialists in Quality Control and Training.
- ◆ Provide first level supervision over medically disqualified 2152 employees.
- ◆ Provide first level supervision over program analyst assigned to the offices.
- ◆ Completed multiple SRM Panels
  - Facilitated Meetings
  - Documented meetings and tracking
- ◆ Create training plans to implement new procedures and or policy.
- ◆ Ensure training is conducted in accordance with National and Local orders/ notices.
- ◆ Ensure Quality Control initiatives are followed in accordance with National and Local orders/ notices.
- ◆ Delegate and assign work with clear expectations to accomplish and move the facility forward. Holding employees accountable to get their projects or tasks completed on time and properly.

### **Operations Manager, Chicago TRACON, April 2014 – November 2014**

- ◆ Provide Second Level supervision for the Operational area at Chicago TRACON.
- ◆ Manage 4 to 6 Front Line Managers.
- ◆ Implement and monitor initiatives to ensure completion of required training, performance management and operational requirements.
- ◆ Ensure appropriate staffing for traffic needs while being fiscally responsible.
- ◆ Train and Coach Employees preparing them to move forward with changes in the NAS.
- ◆ Prepare employees to continue their career progression through mentoring.
- ◆ Lead people through the changes of the O'Hare modernization, MDW 13C, Feeder Final and other major projects happening at Chicago TRACON.
- ◆ Highly skilled in managing people, change and projects.

### **Acting Air Traffic Manager, DuPage ATCT, December 2013 – April 2014**

- ◆ Managed a Level 5 Facility with 2 Direct reports (FLMs) and 14 Secondary reports.
- ◆ Implemented CEDAR electronic briefing. Removing the Read and Initial Binders.
- ◆ Implemented the full use of Web Scheduler. It was previously used only for scheduling not OT, Shift Changes, Swaps
- ◆ Created Facility Safety Council with NATCA participation.
- ◆ Created Training Workgroup to oversee training and update facility training program.
- ◆ Created OSHECOMM team with NATCA participation.
- ◆ Facilitated SRM meeting to ensure safety of new procedures being implemented at the airport.
- ◆ Part of the Lake Effect District KSN development team. Putting together a KSN site to be utilized to share information and for easier communications.
- ◆ Building a better relationship with facility NATCA. Previous relations had been strained with minimal communications between NATCA and ATM.
- ◆ Involving all personnel in the facility to assist with the work needing to be accomplished. Asking for volunteers to assist on workgroups and other duties.
- ◆ Achieving great results in collaboration and partnership with all employees to get work done while achieving the results desired by myself and the agency.

### **Operations Manager, Chicago TRACON, April 2012 – December 2013**

- ◆ Provide Second Level supervision for the Operational area at Chicago TRACON.
- ◆ Manage 5 Front Line Managers.
- ◆ Implement and monitor initiatives to ensure completion of required training, performance management and operational requirements.
- ◆ Ensure appropriate staffing for traffic needs while being fiscally responsible.
- ◆ Train and Coach Employees to prepare them to move forward with the changes in the NAS.
- ◆ Prepare employees to continue their career progression through mentoring.
- ◆ Led controllers through the changes of the O'Hare modernization, MDW 13C, Feeder Final and other major projects happening at Chicago TRACON.
- ◆ Highly skilled in managing people, change and projects.

## **Supervisor Operations Office, Chicago ARTCC, May 2010-April 2012**

- ◆ Primary duty is Project Manager for Chicago ARTCCs O'Hare Modernization Project.
  - Led a workgroup to develop procedures, PBN routes and the redesign of airspace to accommodate the O'Hare modernization.
    - RNAV Departure Routes
    - RNAV Arrival Routes with profiled descents which saved the Airlines over a 1,000 flying miles each day
    - De-confliction of complex route structure in and out of Chicago TRACON
  - Led the group through collaboration with NATCA and the Airline Industry to develop a plan to increase efficiency at O'Hare Airport.
  - Planned and facilitated meetings with Airline Industry, FAA facilities, Central Service Area, Headquarters, MITRE, Tetra Tech, Command Center and the Public interests groups
  - Planned and facilitated SRM Panel for changes to airspace, routes and procedures
  - Modeling and Analysis of Airspace/Route design
  - Collaborating with NATCA, Facilities, Areas and Tech Ops to complete all goals.
  - Briefed facility leaders NATCA and FAA management of concepts to hear feedback to create a collaborative solution
  - High level briefings to Facilities Managers, Regional Managers, City of Chicago and Airline Industry
- ◆ Secondary duties included assisting with the day to day operations of the Operations office at ZAU.
  - ◆ Wind Routes with Command Center
  - ◆ Created PBN routes for UPS in and out of RFD airport
  - ◆ Maintained comprehensive knowledge of the NAS laws, regulations and procedures as pertaining to both Terminal and En-route Air Traffic Control
  - ◆ Managing up to four support specialist and over one hundred projects.
  - ◆ Facilitated and managed SRM Panels for the airspace and procedures office.
  - ◆ Co-developed a process in KSN to create an organized and transparent project task list.
  - ◆ Managed UAS with ZMP Operations Office.
  - ◆ Collaborated with Management and NATCA to build trust and move the Operations office forward. Increasing efficiency of the office and moved to a level not seen at Chicago ARTCC in the recent past.
  - ◆ Interaction with NAS users, FAA Facilities, FAA Regional Offices, and FAA support offices.
  - ◆ Organized processes for completion of projects in support of Nex-Gen in the Air Traffic Organization.
  - ◆ Managed multiple workgroups supporting Chicago ARTCC operational and procedural changes.
  - ◆ Highly skilled at leading people through change while building relationships and achieving the desired results.

### **Supervisor Traffic Management, Chicago ARTCC, May 2010-April 2012**

- ◆ Certified and maintained currency in the Traffic Management Unit until April of 2012. Providing releases and using Time Based Metering, TSD, ESIS, FSM and NTML
- ◆ Maintained comprehensive knowledge of the NAS laws, regulations and procedures as pertaining to both Terminal and En-route Air Traffic Control
- ◆ Interaction with NAS users, FAA Facilities, FAA Regional Offices, and FAA support offices.
- ◆ Organized processes for completion of projects in support of Nex-Gen in the ATO.
- ◆ Managed multiple workgroups supporting Chicago ARTCC operational and procedural changes.
- ◆ Highly skilled at leading people through change while building relationships and achieving the desired results.

### **Acting Traffic Management Officer, Chicago ARTCC, December 2010-May 2011**

- ◆ Primary duties included second level oversight of the Traffic Management Unit at Chicago ARTCC.
- ◆ Managed five STMCs and up to 17 TMCs. One Flight Data FLM and 6 Flight Data Specialist.
- ◆ Implement and monitor initiatives to ensure demand meets capacity in the National Airspace System (NAS).
- ◆ Interaction with NAS users, FAA facilities and Collaborative Decision Making process.
- ◆ Subject matter expert on Traffic Management tools such as TBFM, TSD, ESIS, FSM and NTML.
- ◆ Chicago Center management lead for the continued implementation and redesign of the national wind route program.
- ◆ Participated in the SRM for the Wind Route program.
- ◆ Developed relationships through collaboration within TMU and the Chicago Support Offices, OMIC position, NATCA, and Tech Ops.
- ◆ Managed and led the movement of DEN monitoring duties from the OMIC position at ZAU to the STMC position in TMU.
- ◆ Managed and led the movement of alert monitoring from the OMIC position at ZAU to the Flight Data Specialist position.
- ◆ Moved Flight Data forward in getting them aligned with Air Traffic by automating their scheduling through Web Schedules and sign in and out through Cru Art.
- ◆ Managed and continue leading the development of a training program for new Traffic Management Coordinators in the training department.
- ◆ Managed and continue leading the development of a training program for new Flight Data Specialists in the training department.
- ◆ Managing the development of a new E Complex design plan from the Traffic Management Perspective.
- ◆ Collaboration and relationship building with the Airline industry.
- ◆ Managing the OMP project for ZAU.
- ◆ Highly skilled at all aspects of the Managerial Selection Factors. Became a go to person to get the work done.

### **Front Line Manager, Operations Office Chicago ARTCC, May 2009- December 2010**

- ◆ Primary duty was Project Manager for Chicago ARTCCs O'Hare Modernization Project. Leading a workgroup to develop procedures routes and the redesign of airspace to accommodate the O'Hare modernization. Led the group through collaboration with NATCA and the Airline Industry to develop a plan to increase efficiency at O'Hare Airport.
- ◆ Secondary duties included the day to day operations of the Operations office at ZAU.
- ◆ Managing up to three support specialist and over one hundred projects.
- ◆ Co-developed a process in KSN to create an organized and transparent project task list. Collaboratively used by Management and NATCA to build trust and move the Operations office forward. Increasing efficiency of the office and moved to a level not seen at Chicago ARTCC in the recent past.
- ◆ Interaction with NAS users, FAA Facilities, FAA Regional Offices, and FAA support offices.
- ◆ Organized processes for completion of projects in support of Nex-Gen in the Air Traffic Organization.
- ◆ Managed multiple workgroups supporting Chicago ARTCC operational and procedural changes.
- ◆ Performed role of facility SUPCOM Chair for one and a half years.
- ◆ As SUPCOM Chair at Chicago ARTCC, developed the Professional Standards Committee for Front Line Managers.
- ◆ Front Line Manager in the Northwest Area of Operations at Chicago ARTCC. Managing over 15 employees per shift with over 50 employees assigned to the area.
- ◆ Leading people through change to achieve the desired results while still building relationships.

### **Temporary Operations Manager, Chicago ARTCC, November 2008-May 2009**

- ◆ Primary duty was to manage the day to day operations of the North East Area at Chicago ARTCC.
- ◆ Provided direct oversight of six Front Line Managers and secondary level supervision of 56 Controllers.
- ◆ Managed training, control room operations, quality assurance, performance management, and airspace / procedures operations.
- ◆ Participating party in the Chicago ARTCC strategic plan team.
- ◆ Compiled a study of the impact of Very Light Jets on ZAU.
- ◆ Orchestrated the facility performance management order, with regularly scheduled reviews and feedback to employees.
- ◆ Secondary duty was OMIC coverage.
- ◆ Running the day to day operations of the Operational floor at Chicago ARTCC.
- ◆ Assisting with HR/LR issues, traffic issues, personal issues, and numerous other tasks daily.
- ◆ Managed and helped lead the facility to reduce Operational Errors by re-focusing the workforce through engaged conversation and clear communications.

### **Front Line Manager, Chicago ARTCC, June 2005-November 2008**

- ◆ FLM in the West Area from 06/2005 to 10/2006.
- ◆ Direct manager of 10 developmental. Managed 52 controllers in the West area at that time. Part of a team that went over one year without an Operational Error including over one million operations.
- ◆ FLM North Area from 10/2006 to 11/2008.
- ◆ Direct management of 12 controllers.
- ◆ Responsible for training for approximately 6 months.
- ◆ Served as training matrix for six months. Assisted with the implementation of Functional Training that had streamlined the certification process while maintaining the integrity and structure of the National Training Program.
- ◆ Operations focal for the North Area. During this time, I verified and set up procedures for the EAA - OSH Air show. Collaboration with MKE, GRB, MSN, VOK and ZMP to coordinate procedures that worked for all.
- ◆ Worked with multiple agencies and facilities to ensure the safe operation of an Unmanned aircraft flying into the EAA – OSH Airshow.
- ◆ Participated on the SRM panel for the Airspace redesign and OSH divestiture.
- ◆ North Area Management focal for the OSH airspace divestiture to MKE approach. Leading a workgroup that redesigned airspace to accommodate the divestiture reducing the number of airspace shelves and shared airspace while keeping the project on time and budget to accomplish the transfer of airspace. Participated in numerous SRM panels. This plan was successful to assist the Chicago OMP team moving forward.
- ◆ Lead instructor for Crew Resource Management at Chicago ARTCC. Facilitated 20 classes over 5 weeks providing training to over three hundred FAA employees at Chicago ARTCC.
- ◆ My experiences above developed my skills further in the 4 Managerial Selection Factors.
- ◆ Achieved results with airspace re-design and divestiture.
- ◆ Lead people through change and built relationships with Managerial came during a hard time in the FAA with the White book.

### **Certified Professional Controller, Chicago ARTCC, December 1989-June 2005**

- ◆ Performed duties of Air Traffic Control Specialist in the South Area at Chicago ARTCC.
- ◆ Served as Training Specialist from January 2001 - November 2004 providing training to seven radar classes.
- ◆ As training specialist learned and started working on the 4 Managerial Selection Factor skills.
- ◆ Lead the change of a more in-depth training program.
- ◆ Lead trainees and trainers to achieve results.
- ◆ As specialist had over one hundred certifications on positions and only one training failure.
- ◆ On the Job Training Instructor certified.
- ◆ Controller in Charge certified.
- ◆ CADRE for URET implementation.
- ◆ CADRE for RVSM implementation.
- ◆ Completed on the job training and became CPC at Chicago ARTCC in June of 1994.
- ◆ Controller in training at Chicago ARTCC from March 1990 - June 1994.
- ◆ Mike Monroney Aeronautical Center trainee from December 1989 – February 1990

## **EDUCATION**

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UNIVERSITY OF ARIZONA, TUCSON, AZ - 1987-88  
CATALINA HIGH SCHOOL, TUCSON, AZ-1987

## **SKILLS**

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HIGHLY SKILLED WITH MICROSOFT OFFICE (WORD, EXCEL, POWERPOINT, PROGRAM  
MANAGEER ETC..)  
TARGETS  
CEDAR  
TBFM  
TFM  
MANAGING PROJECTS  
FACILITATING  
NEGOTIATING  
COMMUNICATIONS  
PRESENTATIONS  
SRM  
CREW RESOURCE MANAGEMENT  
TRAFFIC MANAGEMENT  
QUALITY CONTROL  
TRAINING  
ELMS

## **REFERENCES**

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### **CHICAGO ARTCC**

Glen Martin - (817) 524-8588  
Doris Arno - (847) 608-5524

### **CHICAGO TRACON**

Kathy Asselborn - (847) 608-5506  
Timothy Prendergast - (630) 906-8707

### **SAIC**

Mike Wehrman - (405) 954-3679  
Robert Garcia - (405) 954-2847