

# HECTOR O'KEEFE

55101 Crist Lane, Detroit, MI

+1 (555) 122 5138

## EXPERIENCE

### WEIMANN INC

Chicago, IL | Manager, Aviation 10/2020 – present

- Oversees staff in the fingerprinting of applicants using an electronic fingerprinting system, ensuring fingerprints are properly taken and transmitted to security vendors for criminal background checks and federal agencies for security threat assessment reviews
- Receives reports from security vendors reviewing results from background investigations and providing clearance or denial of applications to remain abreast of the status of applications
- Monitors day to day operations to ensure work processes flow smoothly and efficiently
- Works with staff to resolve customer issues affecting or delaying the processing of applications
- Responds to requests for information or assistance from federal and state agencies, airport tenants and airlines
- Works with vendors to resolve problems with the automated badging system

### WEST-KUB

Chicago, IL | Manager, Aviation 08/2017 – 09/2020

- Ensures administrative rules and processes are followed in the processing and issuance of identification (ID) badges
- Prepares reports on section's work activities and progress in meeting performance measures
- Reviews operational procedures and prepares recommendations to improve effectiveness
- Previous experience leading and training entry-level administrative employees
- Previous experience providing customer service over the phone
- Previous experience providing customer service face to face
- Experience in managing and leading global, highly technical projects
- Experience in managing and leading cross-functional teams
- Master or MBA (business) combined with an operations experience

## EDUCATION

### DREXEL UNIVERSITY

Bachelor's in Education

## SKILLS

- Strong leadership skills, excellent communication (presentation, written, and verbal), and relationship building skills
- Team Player and Self-starter with entrepreneurial attitude willing to get hands on in the work
- Deep access and experience with key US Army STE & Attack Helicopter Systems customers
- Expert in MS PowerPoint Presentation Development
- Strong skill in business writing – both technical and non
- Familiarity and experience managing and utilizing CRM tools such as Salesforce
- Right to work in Australia – Resident and/or visa-holder
- Aviation market experience, or a love for it
- Possess excellent written and verbal skills, as well as excellent interpersonal skills
- Provides proactive strategy development for the functional discipline / strategic development of long term policy for the business unit