

SUMMARY

Vigilant Aviation Operations Specialist recognized for efficiently scheduling, tracking and dispatching tactical aircraft missions. Hands-on experience booking over 10,000 military and civilian flights stateside and overseas. Committed to implementing effective airfield safety policies and procedures to ensure a safe operation for personnel.

SKILLS

- Flight plan coordination
 - Aircraft clearing
 - Jamming and interference reporting
 - Aircraft mission scheduling
 - Flight log maintenance
 - Flight operations records
 - Team management
 - Critical thinking
 - Training & development
- Reliable & trustworthy
 - Issue resolution
 - Team Supervision
 - Experience in leadership
 - Good work ethic
 - Teambuilding
 - Multitasking
 - People skills

EXPERIENCE

Aviation Operations Specialist, 03/2019 - Current

Nothing Bundt Cakes – Conroe, TX

- Coordinated flight plans and processed local and cross-country flight clearances.
- Assisted in preparation of operation plans and orders and organized visual and instrument flight plans.
- Maintained maps, aeronautical charts and aeronautical published files.
- Minimized risks to incoming and departing aircraft by managing wildlife and vegetation around airfield.
- Created and maintained flight and events logs, aircrew flying records and records of incoming and outgoing flights.
- Coordinated with air traffic control, civil engineers and command posts to support airfield management activities.
- Supervised airfield operations, including arrivals, departures and fueling, identifying and addressing concerns promptly to maintain targets.
- Implemented airfield safety procedures to support safe operating environments for personnel and aircraft.

Shift Leader, 10/2019 - 02/2020

St. Joseph's Healthcare System – Totowa, NJ

- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Delegated tasks to employees and monitored activities and task completion.
- Supervised and led employees to maintain productivity and customer service levels.
- Upheld company standards and compliance requirements for operations.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Positioned skilled staff in key areas throughout shift to optimize department productivity.
- Educated customers about offerings, promotions and pricing to boost sales.
- Mentored and coached staff by giving employees suggestions and feedback to improve job performance.
- Checked orders for quality and completeness.
- Evaluated employee performance, delivering individualized feedback and praise.
- Handled escalated customer concerns and emergencies in absence of manager or supervisor.
- Planned and managed resources to consistently meet production, quality and cost goals.
- Directed employees through daily routines.
- Documented receipts, employee hours and inventory movement.
- Counted inventory, resolved discrepancies and completed paperwork to keep system accurate and current.
- Completed opening and closing duties to facilitate business operations.

Call Center Representative, 09/2018 - 10/2019

Cvs Health – Newnan, GA

- Delivered fast, friendly and knowledgeable service for routine questions and service complaints.
- Answered incoming calls and provided highest level of professionalism and knowledgeable service to every customer.
- Managed customer expectations by clarifying needs, identifying options and recommending products and services.
- Met or exceeded call speed, accuracy and volume benchmarks on consistent basis.
- Documented customer correspondence in CRM to track requests, problems and solutions.
- Consulted with customers to resolve service and billing issues.
- Offered resolutions to de-escalate calls and solve customer issues.
- Navigated through computer systems to review information and respond appropriately to callers.
- Updated customer accounts, addresses and contact information within call management databases.

Shift Supervisor, 06/2014 - 09/2018

Pinkberry – City, STATE

- Guided staff on implementing promotions and marketing programs.
- Coached team members to increase productivity and reduce workplace accidents.
- Evaluated employee performance, delivering individualized feedback and praise.
- Handled escalated customer concerns and emergencies in absence of manager or supervisor.
- Checked orders for quality and completeness.
- Educated customers about offerings, promotions and pricing to boost sales.
- Mentored and coached staff by giving employees suggestions and feedback to improve job performance.
- Assisted general manager with operations game plan and company initiatives implementation.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Supervised and led employees to maintain productivity and customer service levels.
- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Reinforced rules to promote superior employee performance.

EDUCATION AND TRAINING

Science Education, 2023

Craven Community College - New Bern, NC

- 2.8 GPA

Accounting

Norwalk Community College - Norwalk, CT

- 2.5 GPA

High School Diploma: 06/2015

PinkberryFairfield Ludlowe High School - Fairfield, CT

- Diversity Club Member
- 3.0 GPA