

Latisha Walker

Operations Manager

Riverside, CA

ltshjunious@yahoo.com - 803-972-3141

Honorably Discharged Air Force veteran with excellent customer service. Proficient at handling multiple customer requests and concerns with professionalism and courtesy. Able to work well and independently with little to no supervision.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

Operations Manager

SARM - Little Rock AFB, AR - April 2014 to April 2015

Oversees aviation resource data base, updates audits, and input flying information to validate accuracy of mission. Certifies, collects, disseminating aviation resource products for management of organization ground and flying training programs.

- Review 78 personnel training folders identifying and correcting error resulted in 100% accuracy.
- Processed 564 flying training students' records validated training requirements.
- Audit flying training profile tables eliminated profile errors allowing aircrew members ability to perform mission.
- Maintain personnel pay status

Operation Manager, Group Current Operations

RAF Mildenhall, UK - Mildenhall - April 2011 to April 2014

Supervised 4 personnel, while coordinating aircraft diplomatic clearances with over 60 US embassies. Secured training airspace for allocation with the United Kingdom Ministry of Defense. Managed monthly usage reports of drop/landing zones, warfare ranges, and helicopter training areas.

- Accounted and audited for over 4000 flight hours enabling a zero discrepancy rate
- Organized 92 clearances for overflight/land to ensure 100% mission accuracy
- Flight followed over 1500 hours during 2011 Libya operation enforcing no fly zones
- Overseen over 300 airspace booking providing maximum flight training to personnel
- Spearheaded the development and maintenance of 1C0X2 5-Level upgrade training/OJT for 3 newly assigned personnel as well as squadron specific operation center training; training program resulted in 92% passing rate

Operation Manager

Air Force - Moody Air Force Base, GA - March 2006 to April 2011

Monitored, collected, updated, and audited critical flying data for input into Air Force Operations Resource Management System (AFORMS). Managed USAF Airlift jet fuel usage database and unit flying hour program to ensure units adhere to Air Force standards and utilize given resources

- Maintained over 4500 critical training events for over 85 Air Force personnel
- Oversight flying hour program of 6,381 hours resulting in zero discrepancies and 100% accountability
- Organization personnel reported information resulting in a 100% accountability

- Accurately published over 260 flight authorizations for local Air Force training missions
- Staged over 8000 records and maintain an accurate office file plan

EDUCATION

Community of the College of the Air Force - Maxwell AFB, AL
2011

Leadership School, Community of the College of the Air Force - Maxwell AFB, AL
2011

Certificate in Aviation Resource Management

Community College of the Air Force
2006

ADDITIONAL INFORMATION

Qualifications

- Excellent oral & written communication skills
- Sound knowledge of office etiquette and phone manners
- Experience in auditing personal records, number and codes
- Strong interpersonal and customer service skills
- Computer proficiency in MS office software packages (Word, Excel, PowerPoint, Outlook and Access)
- Adept at handling several tasks and time management skills
- Effective communicator, attentive listener, patient and diplomatic
- Ability to work in a team or individually
- Strong organizational and problem solving skills and capable of working in fast-paced environments with little to no supervision
- Self-starter with the ability to accomplish complex tasks in time critical situation with positive results
- Inputting and audit data
- Data Entry Skills
- Cash handler