

# Helen Evans

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## SUMMARY

Dependable professional considered a highly effective communicator with the ability to handle various tasks simultaneously. A seasoned ARTCC controller with a career-long focus on going above and beyond in the interest of air safety.

## SKILLS

- High degree of concentration/focus necessary to perform air traffic duties at a busy Level 12 facility
- Strong communication skills with the ability to work simultaneously with pilots and other ATCSs to accomplish specific radar control tasks
- Organizational skills to coordinate with management and Traffic Management Unit (TMU) to provide sequencing and separation to flights with destinations across the country

## EXPERIENCE

Air Traffic Control Specialist, Federal Aviation Administration, November 2006-February 2021  
Aurora, IL

- Provide safe, orderly, and expeditious air traffic control support and services to flights transiting, originating, or terminating in ZAU airspace
- Constantly monitor real-time weather and ride conditions to provide pilots with up-to-date information to assist in in-flight decision making
- Provide support to emergency aircraft and special interest flights
- Ensure separation and proper sequencing to and from multiple different airports in complex and busy airspace
- Air Traffic Safety Action Program (ATSAP) Cadre, Subject Matter Expert, 2010 - 2015
- Instruct Certified Professional Controllers (CPCs) and developmental CPCs on the purpose and use of the Air Traffic Safety Action Program
- Encourage a proactive and predictive approach to aviation safety
- Advocate voluntary reporting of air traffic incidents to collect data in order to improve safety in the National Airspace System
- Promote a major shift away from a punitive/blame culture to a "Just Culture" in which employees are encouraged to provide essential safety related information

- Chicago ARTCC Facility Evaluation Collaborative Workgroup, Subject Matter Expert, 2011 - 2012

- Member of a core group tasked with designing and implementing a sustainable and repeatable system for conducting safety evaluations and performing related mitigation and follow-up activities
- Assisted in the development and institutionalization of an evaluation process aimed at increasing employee involvement in identifying and mitigating safety risks

- Chicago ARTCC Safety Team, Subject Matter Expert, 2011 - 2014

- Charter member of team; assisted in creating Safety Team charter documents and mission statement
- Responsible for conducting internal event reviews, analyzing operations for educational purposes, and analyzing safety concerns brought up by individuals
- Work closely with ZAU Internal Evaluation Team to develop mitigation plans for identified safety issues
- Design Corrective Action Plans (CAP) to bring internal evaluation items found to be potential safety issues back into compliance
- Collaborate with management to promote an open and transparent safety culture

- Chicago ARTCC Internal Evaluation Team, Subject Matter Expert, 2011 - 2014

- Conduct observations of air traffic operations to assess potential safety issues
- Responsible for accurately reporting results of assigned evaluation items
- Meet with lead evaluator and team members to report, exchange, and discuss findings

- Safety Risk Management (SRM) Training Course, 2012

- Participate in training on the Safety Management System in order to better promote a positive safety culture at ZAU
- Apply lessons on assessing and mitigating risk in the NAS to issues encountered on ZAU Safety Team and internal evaluations

- On The Job Training Instructor, 2012 - Present

- Assist developmental CPCs in acquiring the knowledge and skills needed to certify, taking into account individual abilities and learning styles
- Develop and document training plans tailored to individual trainees, to include training requirements, team responsibilities, target hours, and training needs

- Ensure continuous, objective assessment of progress during training, with a focus on enhancing ATC decision making
- Provide performance feedback after each OJT session, including identification of strengths and weaknesses and specific recommendations to improve performance
- Ensure compliance with all national and local training orders
- Collaborate with management on efficient and consistent progression of developmental CPCs through the OJT program
  - Chicago ARTCC Recurrent Training Cadre, Subject Matter Expert, 2018-2019
- Instruct CPCs, developmental CPCs, and members of management on the Integrated Safety Training Workshop
- Encourage active participation and discussion to facilitate continuing education
- Collaborate with management representative co-facilitator to present the workshop as a team
  - Chicago ARTCC Refresher Training Cadre, Subject Matter Expert, 2018 - Present
- Conduct annual refresher training with CPCs and developmental CPCs on seldom encountered air traffic scenarios
- Utilize ZAU simulation lab to provide realistic training on military operations, in-flight emergencies, and clearances not commonly used in ZAU airspace
- Conduct feedback after each session and provide training materials for further reference

## **EDUCATION AND TRAINING**

Bachelor of Science

Aviation Management, Southern Illinois University Carbondale, Carbondale IL August 2002

Air Traffic Control, University of North Dakota, Grand Forks ND

Completed specific coursework necessary to qualify for employment as a federal Air Traffic Control Specialist