

Bradley Boyd

Contact



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Expertise

Operational Leadership
Data Analysis & Reporting Strategies
Planning & Development
Project Management
Competitive Analysis
Performance Metric Strategies

Skills

Microsoft Office 365 Suite
Strategic Communication
Spotfire Data Reporting
Operational Performance Analysis
Business Partner Management
Employee Development

Training

Company Leadership Development
Courses:
Project Management
Crucial Conversations & Accountability
Great Feedback
Productive Conflict
Influence & Persuade
Talk to Me
Trust Me

Education

University of Houston, Houston TX
B. A Business Management
2009 - 2011

PROFILE

Highly motivated dynamic leader with 23 years of experience in the airline industry with demonstrated ability to lead and inspire teams. Proven success in enhancing Airport Operations processes, development and execution while strengthening cross departmental relationships. Extremely effective in fostering innovation, creativity and developing solution-oriented strategies to ensure world-class service.

PROFESSIONAL EXPERIENCE

Performance & Execution – Supervisor / United Airlines · Oct 2020 - Present

- Coordinated with data analytic teams to identify negative trends affecting performance and develop appropriate action plans to ensure existing tools and/or processes are aligned with overall goals.
- Worked closely with Station Leadership, Network Operations, Network Planning, Innovation leaders, Technology and the Project Management Office to collaboratively advance the business and provide users within Airport Operations the best resources to efficiently achieve performance goals.
- Used knowledge of operational performance to create new ideas, take them from concept to deployment and collaborate with the Network Operations, Innovation, Tools, and Technology teams.
- Identified and maintained core metrics and goals that support related Airport Operations objectives and projects.
- Evaluated new technology and process in support of Airport Operations proofs-of-concept or deployment while supporting the business case development, design, build and delivery.

Operational Standards & Consistency – Supervisor / United Airlines · Jan 2018 – Oct 2020

- Responsible for and directed the United Consistency Team with the focus on mentoring senior leadership teams on operational consistency and performance opportunities that resulted in improved operational efficiency and performance.
- Led and directed the United Standard Leads program to mentor, counsel, and drive operational consistency using the Factory Process among all of the ramp leads in the Airport Operations department.
- Produced executive level reports, presentations and dashboards using real-time and historical data to analyze performance trends and assist executive management teams with developing performance initiatives.

Turn Performance – Supervisor / United Airlines · Jan 2017 – Jan 2018

- Led the successful deployment of the Quick Turn Playbook to all 7 Hubs, 32-line stations, and 75 Express stations, and 8 international stations (122 stations total).
- Implemented enterprise wide strategies that resulted historic operational performance by improving the airlines on-time performance Year over Year by 12%.

Statistics / Operational Research – Supervisor / United Airlines · Jan 2016 – Jan 2017

- Spearheaded operational data analysis for Houston HUB VP and department Managing Directors that identified and provided solutions to operational opportunities through quantitative analysis.
- Implemented successful strategies through quantitative analysis that reduced IAHs missed bag ratio by 4.41% year over year, reduced overall gate changes, and improved IAH's on-time performance by 4.8% year over year.

Airport Operations – Supervisor / United Airlines · May 2014 – Jan 2016

- Implemented and managed ramp, baggage and cargo performance standards including consistent delivery of world class service by 2,000 ramp personnel.
- Provided technical guidance and interpreted company guidelines and procedures and/or union agreements to assist employees in performing functional tasks and to ensure that safety, security and service are delivered consistently.

PROFESSIONAL EXPERIENCE CONTINUED

Ramp Service Employee / United Airlines · Jan 1999 – May 2014

- Loaded / Unloaded aircraft with luggage, cargo, and other commodities on all flight operations.

Information Systems Technician / United States Navy · May 1999 – May 2004

- Network administrator for the aircraft carrier, USS John C Stennis, that contained 25 servers and 3,000 desktop workstations.
- Responsible for and directed 25 Customer Support desk personnel.

SIGNIFICANT SPECIAL PROJECTS

Reduction of movement of Aircraft Tires / United Airlines · Apr 2021

- Led and oversaw all aspects, policy and procedure changes that reduced the number of aircraft tires being shipped on aircraft that were the root cause of injuries to ramp service employees.

PPBM Modernization / United Airlines · Feb 2021

- Developed and Managed the overall project to modernize and implement a technology solution to the PPBM process system-wide.

UROC & ETA Database Migration to Cloud / United Airlines · Sept 2020

- Directly responsible for the migration of the UROC database to a cloud-based architecture that allows for real time analysis of all resource planning and management at all Hubs and Line Stations.