

# Nick Phillips-Gleave

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## SUMMARY

Passionate and motivated manager who is currently transitioning out of the US Air Force and excited to find a new career in project management. Emphasis on project goal delivery, cost control, customer service, problem solving and schedule management. Strengths in leadership, management, and communication are backed by earning Certified Associate in Project Management (CAPM), graduating Air Force Leadership School and countless hours of on the job management/training of new employees. Projected USAF exit date: 15 OCT 2020.

## SKILLS

- Organization
- Communication
- Flexibility/Adaptability
- Teamwork
- Analysis
- Integrity
- Perseverance
- Performance Under Stress
- Data Collection
- Cost Control
- Time Management
- Process Improvement
- Quality Assurance
- Quick Learner
- Relationship Building
- Problem Solving
- Customer Service
- Scheduling
- Multitasking
- Word -Excel -Access -PowerPoint
- Leadership
- Empathy

## EXPERIENCE

Avionics Systems Craftsman, US AIR FORCE, November 2014-Current  
PHOENIX, AZ

- Maintenance supervisor of 15 personnel. Led shift, assigned work, and ensured work completion in adherence to quality standards, on 23 aircraft valued at \$725 million. Given position over individuals of higher rank and experience.
- Invigorated maintenance program of 21 aircraft optical/video systems valued at \$30 million dollars by removing program excess and improving troubleshooting processes.
- Brought failing aircraft structural integrity data collection program for 23 aircraft back from the dead by cutting out unnecessary processes, streamlining communication channels, and training coworkers on new program principles.

- Planned and ensured efficient execution of multiple software upgrades to numerous computer systems on 23 aircraft in spite of having faulty equipment and guidance.
- Completed quality assurance and safety checks on >1000 maintenance actions and adeptly communicated effective fixes to errors, avoiding countless potential aircraft mishaps.
- Trains, mentors, and leads new hires through on the job training and has directly contributed to skill level upgrade of >20 new employees.
- Solves complex aircraft malfunctions with creative solutions and implements efficient repairs to wiring, software, mechanical, and electrical systems.
- Applies flexibility when challenges arise by finding creative ways to solve the problem and move forward.

**BARTENDER, EMPIRE STATE SOUTH, September 2013-October 2014**  
**ATLANTA, GA**

- Applied excellent organizational and multitasking abilities to handle simultaneous customer, team, and business needs while avoiding unnecessary delays or errors.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Trained incoming staff on restaurant's practices, culture and procedures to maximize job satisfaction and productivity.
- Learned a regularly changing food and beverage menu and applied this knowledge to create best possible experience for guests.

## **EDUCATION**

Bachelor of Arts

Global Leadership, Arizona State University, Tempe AZ Expected in 2022

## **AWARDS AND DECORATIONS**

- Air Force Basic Training Honor Graduate, 2015
- Airman of the Month, 80<sup>th</sup> Aircraft Maintenance Unit, October 2016
- Air Force Achievement Medal, 80<sup>th</sup> Aircraft Maintenance Unit, 2016
- Airman of the Month, 310<sup>th</sup> Aircraft Maintenance Unit, February 2017
- Airman of the Quarter, 310<sup>th</sup> Aircraft Maintenance Unit, 1st Quarter, 2018
- Non-Commissioned Officer of the Month, 310<sup>th</sup> Air Maintenance Unit, January 2019
- Air Force Achievement Medal, 310<sup>th</sup> Air Maintenance Unit, 2019
- Air Force Commendation Medal, 310<sup>th</sup>

## **CERTIFICATIONS**

- Certified Associate in Project Management (CAPM)