Nick Phillips-Gleave

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|  | **Maintenance Management** |  |
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Talented and skilled professional with extensive experience in planning, developing, and implementing technical maintenance solutions for aircraft problems. Exceptional leadership skills with well-developed ability to train and coach staff members with a keen focus on improving skills, industry knowledge, and core competencies. Strong communication skills combined with the proven ability to build robust relationships and effectively manage competing demands result in the achievement of challenging goals. Adept at executing forward-thinking strategies that significantly enhanced workplace efficiency and safety. Excellent communicator distinctively committed to manage highest standards of professionalism.

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| * Maintenance Management * Strategic Planning * Building Relationships | * Customer Success * Quality Assurance * Troubleshooting & Repair | * Software Upgrade * Training & Development * Effective Communication |

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|  | **Career Experience** |  |
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**Avionics Systems Craftsman**, US Air Force, Phoenix, AZ 11/2014 to Present

Provide end-to-end management, direction, and supervision of 15 personnel, ensuring attainment of set business objectives. Set deadlines, delegate tasks, and complete assigned work in accordance with rules, regulations, and best practices. Maintain highest-level of quality assurance for on 23 aircraft valued at $725M. Optimize troubleshooting processes by invigorating maintenance program of 21 aircraft optical/video systems valued at $30M. Streamline communication channels and cut unnecessary processes to bring failing aircraft structural integrity data collection program for 23 aircraft back from the dead.

* Coached, trained, and mentored more than 20 employees to improve their industry knowledge, skills, and core competencies.
* Exhibited active contributions in performing quality assurance and safety checks on more than 1000 maintenance actions.
* Identified and resolved complex aircraft malfunctions by implementing appropriate actions.
* Headed a data management program from 66% to 83% data capture rate on 23 aircraft.
* Led multiple software upgrades to numerous computer systems on 23 aircraft.

**Bartender**, Empire State South 9/2013 to 10/2014

Addressed and resolved complex issues to ensure customer satisfaction and retention. Managed bar inventory, aligning stock with current demands. Recruited, trained, and developed incoming staff on restaurant's culture, practices, and procedures to maximize job satisfaction and productivity. Learned a regularly changing food and beverage menu and applied to create best possible experience for guests.

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|  | **Education** |  |
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**Bachelor of Arts**

Global Leadership, Arizona State University, Tempe AZ (2022)

**Awards & Decorations**

Air Force Basic Training Honor Graduate, 2015

Airman of the Month, 80thAircraft Maintenance Unit, October 2016

Air Force Achievement Medal, 80thAircraft Maintenance Unit, 2016

Airman of the Month, 310thAircraft Maintenance Unit, February 2017

Airman of the Quarter, 310thAircraft Maintenance Unit, 1st Quarter, 2018

Non-Commissioned Officer of the Month, 310thAir Maintenance Unit, January 2019

Air Force Achievement Medal, 310thAir Maintenance Unit, 2019

Air Force Commendation Medal, 310th

**Certifications**

Certified Associate in Project Management (CAPM)