

# Professional Summary

Results-driven AV12 Airline Professional with 15+ years of experience in Aviation, driving operational excellence and fostering a culture of hospitality. Proven track record of successfully managing cross-functional teams and implementing process improvements that boost efficiency and customer satisfaction.

## Professional Experience

### Director of Aviation Operations

Inazuma.co | January 2018 - Present

### Assistant Director of Operations

SkyPilot Airlines | June 2015 - December 2017

#### **Key Achievements:**

- Improved on-time departure rate by 25% through process optimization and team training.
- Reduced operational costs by 15% by renegotiating contracts with service providers.

#### **Responsibilities:**

- Managed daily flight operations, ensuring compliance with regulatory requirements.
- Coordinated with maintenance teams to minimize aircraft downtime.

### Operations Manager

FlySafe Aviation | March 2012 - May 2015

#### **Key Achievements:**

- Enhanced customer satisfaction ratings by 30% through the implementation of a new hospitality training program.
- Successfully led a team to achieve a 99.9% safety audit pass rate.

#### **Responsibilities:**

- Supervised a team of operations coordinators and dispatchers.
- Developed and implemented operational procedures to ensure compliance with industry standards.

### Operations Coordinator

Airborne Express | August 2008 - February 2012

#### **Key Achievements:**

- Streamlined the flight planning process, reducing preparation time by 40%.
- Assisted in the development of a new crew scheduling system, resulting in a 20% reduction in overtime.

#### **Responsibilities:**

- Coordinated flight planning, fuel management, and crew scheduling.
- Provided support to the operations management team in daily tasks.

## **Education**

**Master of Business Administration (MBA) in Aviation Management**  
Embry-Riddle Aeronautical University | 2008

#### **Relevant Coursework:**

- Aviation Operations Management
- Airline Marketing and Finance
- Aviation Law and Regulations

## **Technical Skills**

#### **Commerce:**

- Airline Revenue Management
- Aviation Marketing Strategies
- Financial Analysis for Aviation Operations

#### **Operations Management:**

- Flight Operations Management
- Crew Resource Management
- Ground Handling Operations

#### **Hospitality:**

- Customer Service Excellence in Aviation
- Hospitality Training for Airline Staff
- Passenger Experience Enhancement