

## Professional Summary

Results-driven aviation professional with 15+ years of experience in management and customer service, driving growth and excellence in the aviation industry. Proven track record of successfully leading cross-functional teams and fostering strong relationships with clients and stakeholders.

## Professional Experience

### Director of Aviation Operations (AV09)

Inazuma.co | January 2018 - Present

### Assistant Director of Aviation (AV07)

SkyPilot Inc. | June 2015 - December 2017

#### Key Achievements:

- Implemented a new customer service protocol, resulting in a 20% increase in customer retention.
- Successfully managed a team of 10, achieving a 15% increase in productivity.

#### Responsibilities:

- Managed day-to-day aviation operations
- Coordinated with cross-functional teams for project implementation
- Developed and maintained client relationships

### Aviation Operations Manager (AV05)

FlyHigh Airlines | March 2012 - May 2015

#### Key Achievements:

- Streamlined operational processes, reducing costs by 12%.
- Collaborated with the marketing team to launch a new route, resulting in a 30% increase in sales.

#### Responsibilities:

- Supervised a team of 5 in aviation operations
- Analyzed operational data for process improvements
- Ensured compliance with regulatory requirements

### Customer Service Representative (AV02)

WingSpan Aviation Services | August 2008 - February 2012

**Key Achievements:**

- Consistently received positive feedback for excellent customer service, contributing to a 90% customer satisfaction rate.
- Assisted in the development of a new customer service training program.

**Responsibilities:**

- Provided customer support via phone, email, and in-person
- Resolved customer complaints in a timely and professional manner
- Collaborated with the operations team to address customer concerns

## Education

## Technical Skills

**Aviation:**

- Aviation Operations Management
- Air Traffic Control Procedures
- Aircraft Maintenance Oversight

**Customer Service:**

- Customer Relationship Management (CRM) Software
- Conflict Resolution Techniques
- Customer Service Protocol Development

**Management:**

- Team Leadership and Management
- Strategic Planning and Execution
- Operational Efficiency Improvement