

Professional Summary

Results-driven Aviation Management professional with 15+ years of experience in leading cross-functional teams, driving operational efficiency, and fostering strategic partnerships. Proven track record of success in process improvement, team development, and stakeholder engagement.

Professional Experience

Director of Aviation Management (AV09)

Inazuma.co | January 2018 - Present

Senior Aviation Manager (AV07)

Aerius Inc. | June 2015 - December 2017

Key Achievements:

- Implemented a safety management system, resulting in a 40% decrease in incident rates.
- Developed and executed a training program, enhancing team competencies by 25%.

Responsibilities:

- Managed a team of 10 aviation professionals.
- Coordinated with regulatory bodies to ensure compliance.

Aviation Operations Coordinator (AV04)

Skybound Airlines | March 2012 - May 2015

Key Achievements:

- Streamlined operational processes, reducing turnaround times by 20%.
- Collaborated with the maintenance team to achieve a 15% reduction in aircraft downtime.

Responsibilities:

- Coordinated flight schedules and crew assignments.
- Assisted in budget planning and cost control.

Aviation Support Specialist (AV02)

FlightTech Services | August 2009 - February 2012

Key Achievements:

- Provided exceptional customer service, resulting in a 90% client satisfaction rate.

- Assisted in the development of a new customer relationship management system.

Responsibilities:

- Handled customer inquiries and resolved issues.
- Supported the sales team in generating new business leads.

Education

Master of Business Administration (MBA) in Aviation Management

Embry-Riddle Aeronautical University | 2009

Relevant Coursework:

- Aviation Law and Regulations
- Airline Management
- Aviation Safety Management

Technical Skills

Communication:

- Interpersonal Communication
- Public Speaking
- Negotiation

Software:

- Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Aviation Management Software (e.g., AMOS, RAMCO)
- Customer Relationship Management (CRM) Systems

Operational:

- Aviation Operations Management
- Safety Management Systems (SMS)
- Regulatory Compliance (FAA, ICAO, EASA)