

Professional Summary

Results-driven aviation professional with 15+ years of experience in customer-centric roles, leveraging expertise in Microsoft Office and aircraft operations to drive business growth and excellence. Proven track record of leadership and team management, with a strong passion for innovation and process improvement.

Professional Experience

Director of Aviation Operations (AV09)

Inazuma.co | January 2020 - Present

Senior Operations Manager (AV07)

SkyPilot Inc. | June 2015 - December 2019

Key Achievements:

- Improved on-time departure rates by 25% through process optimization
- Developed and implemented a customer service training program, resulting in a 30% increase in customer satisfaction

Responsibilities:

- Managed a team of 10 operations coordinators
- Coordinated with airlines and airports to resolve operational issues

Operations Coordinator (AV04)

FlySafe Aviation | March 2012 - May 2015

Key Achievements:

- Successfully coordinated the launch of a new flight route, resulting in a 20% increase in revenue
- Developed and maintained accurate operational reports, ensuring compliance with regulatory requirements

Responsibilities:

- Assisted in the planning and execution of flight operations
- Provided exceptional customer service to passengers and airline staff

Flight Operations Intern

Aviation Academy | Summer 2011

Key Achievements:

- Gained hands-on experience in flight planning and coordination
- Assisted in the development of a safety management system

Responsibilities:

- Supported the flight operations team in daily tasks
- Conducted research on aviation safety best practices

Education

Bachelor of Science in Aviation Management

Embry-Riddle Aeronautical University | May 2012

Technical Skills

Software:

- Microsoft Office (Excel, Word, PowerPoint, Outlook)
- Aviation Management Software (e.g., Sabre, Amadeus)

Aircraft Operations:

- Flight Planning and Coordination
- Aircraft Performance and Safety Procedures

Soft Skills:

- Customer Service and Relations
- Team Management and Leadership
- Process Improvement and Optimization