

Raiya Young

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EDUCATION:

Jackson State University, Jackson, MS 2005

Georgia Tech University, Atlanta, Ga 30332

Major: **Business Management** 3.5 G.P.A

Certification: **Full Stack Web Developer**

QUALIFICATIONS:

Administration/Customer Service - Exceptional record of delivering and driving a deep understanding of customers through research and data analysis. Extensive qualifications in all facets of administration and customer service best practices such as scheduling appointments, managing customer expectations, and creating impact in the organization by leading strategic efforts around customer research and analytics and applying extensive knowledge of experience strategy principles, customer research, robust data analytics and customer experience modeling. Extremely proficient in data entry software tools such as Microsoft Excel, Word, PowerPoint, Outlook and Access.

EXPERIENCE:

American Airlines – Manager, Flight Operations Feb 2014-Present ➤ Report all cabin discrepancies and cabin maintenance issues to pilot in command for documentation ➤ Coordinate with pilots, maintenance and cleaning crews to ensure aircraft is impeccably clean and properly serviced ➤ Conduct preflight check of all cabin equipment prior to each flight

- Brief and assist passengers with cabin management systems such as entertainment, high speed data systems and phone capabilities
- Lead the creation and execution of a multi-channel communications plan for Flight Operations that elevates American Airlines as a destination employer with key audiences including employees, potential employees, and business partners. ➤ Proactively provide communications counsel that engages and supports Crew members and Flight Operations support personnel. ➤ Plan and print menus and weather cards
- Produce and maintain a calendar of communications priorities, and action plans to support the communication plan.
- Develop and maintain standard stock and source vendors for aircraft cabin, lavatory, and galley.
- Conceptualize and communicate the strategy for pixel-perfect design mockups from sketches, wireframes, and other UX deliverable that represent your design thinking capabilities
- Provide overall administrative support to American Airlines staff members
- Assist in scheduling meetings for staff when needed
- General office management, including processing and tracking expenses and invoices, maintaining financial recordkeeping, office supplies, and subscriptions for trade publications
- Coordinate itinerary and travel arrangements for American Airlines staff relating to promotional runs and events
- Assist with label events as needed

Heritage Kids Academy– Director, Program Management Jan 2013-Mar 2014

- Established and clarify product and program objectives and ensure that the development team has the guidance and resources necessary to succeed.
- Planned and directed schedules to manage budgets/spend, and coordinate with internal partners (including Marketing and Manufacturing).
- Developed and maintained timing and action plans for projects of broad scope with little to no guidance from leadership. ➤ Determined the appropriate path for the projects, organize and facilitate necessary team meetings, producing minutes, action items and keep management adequately informed.
- Collaborated with cross-functional leaders to develop and monitor program profit and loss (P&L) and key drivers that affect

overall program financial health ensuring programs meet established objectives (e.g. margins, costs, revenue). ➤ Lead cross-functional teams in pursuit of creative solutions to business-critical challenges/roadblocks. ➤ Provided functional oversight of all academic related programs

➤ Guided curriculum development as internal and external needs evolve, submit new programs, and successfully gain accreditation/ approval of new programs

➤ Ensured all activities related to the accreditation/ re-accreditation of all programs meet or exceed standards ➤

Organized and ensure classes are properly taught and are meeting the contract minimum of on-campus hours per week ➤

Managed graduate and undergraduate faculty to include evaluations, appointments, compliance and discipline ➤ Oversee all revenues and expenditures of the assigned department and ensure expenses are kept within target levels

SOFTWARE EXPERIENCE

➤ **Microsoft Office Suite** - Excel, Visio, Access, Project, Word and PowerPoint

➤ **Coding Languages** - HTML, CSS, Javascript