CURRICULUM VITAE

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PROFESSIONAL SUMMARY

Experienced professional with over 8 years in airport operations and data analysis, specialized in team management and operational control. With a background in Industrial Engineering, web development, and an MBA, I combine analytical and technical skills with leadership abilities and decision-making under pressure. Focused on process optimization, continuous improvement, and operational excellence.

PROFESSIONAL EXPERIENCE

AZUL HANDLING | 2019 - Present

Team Leader & Operations Controller | Santiago de Compostela, Spain

A dual-role aviation professional with hands-on experience in both ground operations and flight control, operating in one of Europe's busiest low-cost environments. As a *Team Leader*, I oversee ground handling processes for Ryanair Group flights, ensuring the coordination of auxiliary services (fueling, catering, air-bridges, etc.), leading operational briefings, and maintaining direct communication with flight crews to ensure safe and timely turnarounds.

In my role as a *Ground Operations Controller*, I conduct real-time flight tracking, manage aircraft allocation, and resolve disruptions (weather, technical issues, airspace congestion). I also produce analytical reports to support operational decisions and liaise with airports and internal departments to maintain performance, safety, and passenger satisfaction across the network.

Some of my key abilities in this role are:

End-to-end coordination of flight operations (ground & airborne)
Data reporting and operational analysis
Cross-functional collaboration with key stakeholders
Strong under-pressure decision-making and problem-solving skills

BFC BANCO FONDO COMÚN | 2014 - 2017

Physical Channels Specialist | 2015 - 2017 | Venezuela

- Development and analysis of KPIs for bank branches and ATMs

- Service model optimization based on transactional indicators

- Database management for the Vice Presidency of Physical Channels

- Preparation of operational reports for closing, moving, and opening bank branches

- Design of improvement proposals for internal processes of bank branches

Physical Channels Analyst | 2014 - 2015 | Venezuela

- Analysis of transactional levels of bank branches and ATMs

- Support in the analysis of KPIs for controlling branch performance

- Processing and validation of operational data

EDUCATION

MBA - Master in Business Administration in EAE Business School & IL3-University of Barcelona | 2021 - 2022

- Final grade: 9.14/10

- 60 ECTS credits

Industrial Engineering in Andrés Bello Catholic University (UCAB) | 2015 - 2019

Full Stack Web Developer in Hack a Boss

Professional Certification | 2024

- 256 training hours

- Areas: HTML, CSS, JavaScript, React.js, Node.js, SQL, Git/GitHub, SCRUM

SKILLS

Technical:

- Data and KPI analysis

- Microsoft Office (advanced level)

- Project management

- Web programming (HTML, CSS, JavaScript, React.js, Node.js, SQL, Git/GitHub)

- Agile methodologies (SCRUM)

Personal:

- Team leadership

- Effective communication

- Decision-making under pressure

- Problem-solving

- Time management

- Adaptability

LANGUAGES

- **Spanish:** Native

- **English:** Advanced