



# LORENA VALERO

Experience in managing daily flight operations. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Love to work in a team creating a respectful & trustful environment instilling the Core4 values.

 Lorena.valero@united.com

 623 800 6347

 1307 N Baldwin CT,  
Palatine, IL 60074

## WORK HISTORY

Aug 2023 - Current

**Aeronautical Services Coordinator**  
**UNITED AIRLINES**

- Prepare dispatch instructions and mission flight deck crew member briefing targeted to the operation to be performed.

June 2019 – Aug 2023

**Senior Pilot Crew Scheduler**  
**UNITED AIRLINES**

- Communicate with multiple departments on pilot legality status, to ensure on-time and safe departure for passengers and crew members, helping reduce delays and misconnect in the operation.

June 2018 - June 2019

**Pilot Crew Scheduler**  
**UNITED AIRLINES**

- Analyze pilot coverage and assign reserves to be in position for any unforeseen circumstances, able to assign all open flying according to FAR, UPA pilot agreement.

Nov 2017 - June 2018

**Customer Relations Representative**  
**AMERICAN AIRLINES**

- Manage & resolve customer complaints with positive attitude complying with American Airlines Rules and Regulations.

Feb 2016 – Nov 2017

**Crew Scheduler Lead**  
**MESA AIRLINES**

- Monitor flight progression for pilots and flight attendants while keeping compliance with FAA Flight / Duty Compliance.

## SKILLS

- Problem-solving
- Detail oriented
- Creative
- Multilingual

## EDUCATION

April 2022 - May 2022

**Dispatch Certificate**

Institute of Flight Operations & Dispatch  
Dallas, USA

Sep 2020 - Sep 2021

**Master Degree Project Management**

European Open Business School  
Madrid, Spain.

Mar 2004 – Jul 2009

**Bachelor Degree in Business Management**

Ricardo Palma University  
Lima, Peru.

## LANGUAGES

**English**

Fluent

**Spanish**

Native

**French**

Advanced

**Portuguese**

Advanced