



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

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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