

# Mikhail Dziubenko

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## SUMMARY

Experienced air traffic management professional with over 15 years in aviation, including supervisory and training roles. Strong technical aptitude, adept at troubleshooting complex systems, and collaborating across multidisciplinary teams. Skilled in customer support, project implementation, and mentoring. Proven ability to maintain operational excellence under pressure and a passion for leveraging technology to optimize processes and outcomes.

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## EXPERIENCE

### Air traffic control supervisor

**Federal State Unitary Enterprise “State Air Traffic Management Corporation of the Russian Federation”**

**April 2018 – December 2022,  
Magadan/Russia**

- Led and coordinated a team of 20+ controllers, creating optimal shift schedules, monitoring performance, providing guidance and support throughout the entire shift. Provided real-time guidance and decision-making support to the team.
- Annually mentored 10+ trainees, assessed knowledge for 80+ personnel, and determined trainees' readiness for operational duties on 8 sectors, ensuring a 90% training success rate. Provided ongoing support and supervision to trainees during their shifts. Led the design and implementation of training materials, incorporating multimedia elements to improve understanding and engagement.
- Coordinated with 15+ adjacent ATS units across multiple countries, ranging from Southeast Asia to North America, to manage suspensions due to weather and security warnings. Utilized collaborative decision-making to optimize safety and efficiency for 2000+ monthly flights. Continuously monitored and adapted to changing situations throughout the shift.
- Implemented contingency plans during technical failures, deploying failover systems and disaster recovery protocols to ensure 24/7 ATS system availability, minimizing disruptions and maintaining service continuity. Orchestrated the resolution of issues promptly, leading the team in addressing the situation.

### Air traffic controller

**Federal State Unitary Enterprise “State Air Traffic Management Corporation of the Russian Federation”**

**August 2006 – April 2018,  
Magadan/Russia**

- Managed the movement of aircraft enroute, utilizing advanced air traffic management systems to optimize flight trajectories and minimize delays, employing conflict detection tools to proactively identify and mitigate potential risks, ensuring a safe and efficient flow of air traffic, handling up to 150 flights daily.
- Maintained continuous communication with stakeholders to ensure smooth operations.
- Simultaneously processed and synthesized information from multiple sources, including radar systems, telephones, messaging tools, radio communications, and satellite links, demonstrating strong multi-tasking and information management skills.
- Successfully resolved 50+ critical situations, consistently maintaining a zero incident rate attributed to personal performance. Received recognition from management for exceptional performance during high-stress situations.

## PROJECTS

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### Employee Satisfaction and Loyalty Research

Federal State Unitary Enterprise “State Air Traffic Management Corporation of the Russian Federation” • June 2019 – January 2020

- Spearheaded the design and execution of a comprehensive employee satisfaction survey, covering 58% of the air traffic controller workforce, to uncover critical demotivating factors impacting engagement, performance, and aviation safety.
  - Performed in-depth analysis of survey data across 12 demographic and professional subgroups, identifying root causes of dissatisfaction and turnover intentions in high-risk segments with high dissatisfaction rate.
  - Formulated a targeted action plan with 4 recommendations to address key pain points, resulting in immediate management buy-in and implementation to boost engagement, reduce turnover, and enhance service quality and safety metrics.
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## EDUCATION

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### Diploma of Additional Education: Qualification: manager

Russian Presidential Academy of National Economy and Public Administration (RANEPA) • Moscow, Russia • 2019 • 4.8 out of 5

### Specialist's degree: Manager in the field of "State and Municipal Administration"

Russian State Humanitarian University • Magadan, Russia • 2012 • 4.13 out of 5

### Master's degree: Aircraft Operations and Air Traffic Management, Qualification: Engineer

Saint Petersburg State University of Civil Aviation • Saint Petersburg, Russia • 2006 • 4.08 out of 5

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## CERTIFICATIONS

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### Mentor Training Course

Institute of aeronavigation • 2019

- Successfully completed an intensive Mentor Training Course, enhancing leadership, coaching, and team development skills. Developed expertise in effective communication, mentorship strategies, and fostering professional growth, with a focus on applicability within the industry and potential for skill transfer to other domains.
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## SKILLS

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Languages: Russian – Native, English – advanced, German – willingness to learn.

Soft Skills: Team Development, Problem-solving, Decision-making.

Software: Figma, Canva, Adobe creative cloud apps, Microsoft Office.

Field of interest: DIY, AI, UX/UI.