

# DANIEL STERLING

## CONTACT

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📍 Denver, Colorado

## EDUCATION

May 2020  
Eaglecrest High School

May 2024  
Aspen Flying Club  
Private Pilot Student  
Solo Endorsement

## SKILLS

- Exceptional Customer Service and Communication
- Team Collaboration and Leadership
- Conflict Resolution and Problem-Solving
- Time Management and Multitasking
- Attention to Detail and Reliability
- Safety Awareness and Protocol Compliance
- Aviation Knowledge (Private Pilot Training)
- Proficient in Google Sheets, Docs, and Slides

## CERTIFICATIONS

- CPR and First Aid Certified (May 2025)

## LINE SERVICE TECHNICIAN

### PROFESSIONAL SUMMARY

Dedicated professional with over five years of experience delivering exceptional customer service and operational support. Skilled in communication, problem-solving, and ensuring safety and satisfaction in high-pressure environments. Currently pursuing a private pilot's license, having recently soloed, and bringing a strong understanding of aviation principles. Adept at working collaboratively as part of a team and building positive relationships with clients. Committed to creating a welcoming and safe experience for all.

### WORK EXPERIENCE

#### Line Service Technician ATP Flight School

December 2024 – Present

- On-Time Departures: Assisted in coordinating on-time departures by facilitating communication between pilots, ground crew, and flight operations.
- Safety Compliance: Maintained a high standard of safety by following all protocols and performing regular equipment inspections.
- Customer Service: Provided excellent service to pilots and crew, assisting with flight planning and other operational needs.

#### Line Service Technician Manager Independence Aviation

May 2022 – December 2024

- Provided outstanding customer service by assisting clients with special requests, answering questions, and ensuring satisfaction, earning consistent positive feedback.
- Maintained safety protocols during aircraft operations, including fueling, towing, and hangar management.
- Effectively led a team to streamline daily operations, resulting in a 15% increase in efficiency.
- Managed high-pressure situations with professionalism, ensuring seamless service delivery in dynamic environments.

#### Assistant Manager Waterway Car Wash

May 2021 – May 2022

- Delivered exceptional customer service, managing transactions, resolving inquiries, and exceeding client expectations.
- Supervised a team of employees, ensuring smooth day-to-day operations and adherence to company standards.
- Coordinated daily tasks, maintained a clean and safe environment, and provided hands-on training to team members.

#### Sales & Service Specialist Les Schwab

May 2019 – May 2021

- Provided excellent customer service by addressing inquiries, managing transactions, and assisting clients with product recommendations.
- Collaborated with a team to maintain safety and efficiency in shop operations, emphasizing attention to detail and reliability.
- Developed strong communication skills by handling a high volume of customer interactions daily.