

# 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<br>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<br>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<br>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<br>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.   |                          |