

JAIME ALFARO

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EDUCATION

Google on Coursera, Online
Google Project Management

Online
Apr 26,2024

Google on Coursera, Online
Google IT Support

Online
Mar 15,2023

Colegio Santa Cecilia
[High School in Electricity](#)

Santa Tecla, El Salvador
Jan 1983 – Nov 1986

WORK EXPERIENCE

AEROMAN S.A.
CUSTOMER SERVICE COORDINATOR
MANAGEMENT OF MAINTENANCE FLIGHTS AND PRIVATE FLIGHTS OPERATION
Coordination with Pilots on the Logistics to follow for the dispatch and reception of flights
Coordination with Directors, Managers, Executives, Airport Authorities,
Civil Aviation, Airline Executives and Service Providers
Mentoring new staff in Customer and Pilot Service
Design and Creation of Reports for Executives

El Salvador Int Airport
Sep 2003 – Jun 2022

AEROMAN S.A.
RELIABILITY ANALYST
MANAGEMENT OF THE DATA COLLECTION AND REPORTING SYSTEM
Management of the Reliability Program Data Collection System
Train Staff in Creating New Reports for Executives

El Salvador Int Airport
Jan 1998 – Jul 2001

AEROMAN S.A.
PLANNING DEPARTMENT
HANDLING MINOR CHECKS AND REPORTS
Pilot Report Coding according to ATA-100 standard
Handling reports of Hours, Cycles, Deferred Defects
Routine, Non-Routine, and Aircraft Logbook Review
Coordination with All Departments
Train New Staff

El Salvador Int Airport
Jan 1989 – Dec 1997

AEROMAN S.A.
STOCKROOM CLERK
PREPARATION OF PHYSICAL INVENTORIES
Preparation of Physical Inventories of Expendable, Rotatable Parts and Tools

El Salvador Int Airport
Jan 1987 – Dec 1988

SKILLS

English : B2 **Microsoft Excel** : Advanced **Microsoft Access** : Advanced
Customer Service : 19 years of experience in airports, providing support to crews and executives
Learning and Teaching : I have always passed on all my knowledge to my colleagues at work.
Data Collection : I like to create databases or use existing ones and create reports with that data.

VALUES

Honesty – Responsibility – Punctuality – Loyalty – Sincerity