# JAIME ALFARO

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**Residencial Europa Senda Dublin 265.   Santa Tecla El Salvador.   E-Mail : 7000v7@gmail.com   Phone: +503 6925 4820.**

## EDUCATION

**Google on Coursera, Online**                                                                                    Online
Google Project Management                                                                                 Apr 26,2024

**Google on Coursera, Online**                                                                                    Online
Google IT Support                                                                                              Mar 15,2023

**Colegio Santa Cecilia**                                                                            Santa Tecla, El Salvador
**High School in Electricity**                                                                        Jan 1983 – Nov 1986

## WORK EXPERIENCE

**AEROMAN S.A.**                                                                                  El Salvador Int Airport
**CUSTOMER SERVICE COORDINATOR**                                                  Sep 2003 – Jun 2022
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

**AEROMAN S.A.**                                                                                  El Salvador Int Airport
RELIABILITY ANALYST                                                                          Jan 1998 – Jul 2001
MANAGEMENT OF THE DATA COLLECTION AND REPORTING SYSTEM
Management of the Reliability Program Data Collection System
Train Staff in Creating New Reports for Executives

**AEROMAN S.A.**                                                                                  El Salvador Int Airport
PLANNING DEPARTMENT                                                                      Jan 1989 – Dec 1997
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

**AEROMAN S.A.**                                                                                  El Salvador Int Airport
STOCKROOM CLERK                                                                              Jan 1987 – Dec 1988
PREPARATION OF PHYSICAL INVENTORIES
Preparation of Physical Inventories of Expendable, Rotatable Parts and Tools

## 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**