

# CATERINA D'AMICO

## PRIVATE AVIATION & LUXURY TRAVEL OPERATIONS

New York, NY • Bilingual: English & Italian • [linkedin.com/in/caterina-damico](https://www.linkedin.com/in/caterina-damico)

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### PROFILE

Private aviation professional with seven years of experience supporting high-net-worth clients in demanding, time-sensitive environments. Currently serving as Lead Guest Services Associate at NetJets, coordinating private jet operations and serving as primary point of contact for owners and flight crews. Background spans FBO operations, flight dispatch, and VIP ground handling, with consistent focus on safety, accuracy, and seamless client experiences.

### CORE STRENGTHS

**Composed Under Pressure** — Stays calm and prioritizes effectively when schedules collapse and multiple high-priority situations arise simultaneously.

**Discretion as Standard** — Trusted with confidential itineraries, sensitive requests, and details that require absolute confidentiality.

**Operational Instinct** — Anticipates problems before they materialize and develops contingencies proactively.

**Clear Communication** — Ensures all stakeholders—pilots, ground crews, clients—have what they need, concisely and accurately.

**Service-Driven Mindset** — Takes ownership of outcomes, not just tasks. Views every interaction as an opportunity to exceed expectations.

**Safety Consciousness** — Maintains rigorous attention to compliance and procedures without compromising operational efficiency.

### PROFESSIONAL EXPERIENCE

#### Lead Guest Services Associate

NetJets

White Plains, NY (HPN) • May 2024 – Present

Coordinate all aspects of private jet arrivals and departures, managing last-minute itinerary changes and ensuring aircraft readiness including cabin preparation, catering, and safety checks. Promoted to Lead after two months, taking on oversight of both NetJets and Executive Jet Management operations at HPN. Now responsible for aircraft assignments, staffing coordination, and serving as escalation point for complex operational issues.

#### Dispatch & Scheduling Coordinator

Academy of Aviation

White Plains, NY (HPN) • January 2025 – Present (Part-Time)

Support daily flight dispatch and scheduling for training aircraft at a busy general aviation airport. Manage aircraft availability, instructor assignments, and real-time adjustments for weather, maintenance, or airspace constraints. Maintain accurate scheduling records while prioritizing safety and efficiency.

## **Customer Service Representative**

Million Air

White Plains, NY (HPN) • September 2023 – October 2024

Coordinated FBO services including fueling, catering, maintenance support, and ground logistics. Processed fuel orders and invoices with accuracy to support on-time departures. Served as liaison between ramp operations, airport authorities, and flight crews. Supported VIP and large aircraft operations while maintaining premium service standards.

## **Bar Manager & Bartender**

Emerald's Pub

New York • September 2020 – January 2025

Managed day-to-day operations in a high-volume hospitality environment, including staff supervision, scheduling, inventory, invoicing, and payroll. Developed leadership and service recovery skills directly transferable to luxury client-facing roles.

## **EDUCATION**

### **Bachelor of Science — Science & Technology**

Farmingdale State College, New York