Zen Isara Alexander Zielke

Mobile (818) 795-3904 | Denver, CO | Zen.Zielke@gmail.com

Professional Experience

Frontier, Demands Planning Analyst, Denver, CO   **2025, Current**
- Engineered data-driven models in Power BI using SQL to simulate fleet maintenance and identified system bottlenecks, resulting in an improvement of resource allocation efficiency across maintenance operations.
- Profiled all Class 2 maintenance stations, visualizing geographic distribution of fleet assignments and identifying station capacity imbalances, contributing to improved allocation strategies.
- Supported contract negotiations with Lufthansa Technik and third-party suppliers by providing data-backed cost models and scenario analyses for parts procurement.

BravoHired, Head of Development | Founder, Denver, CO   **2024, Current**
- Developed and launched BravoHired.com, a niche job board and resource center, connecting candidates to top non-pilot aviation and aerospace careers, which attracts several hundred daily visitors and enhanced industry employment opportunities.
- Implemented marketing automation tools to streamline outreach processes, reducing manual effort by 30%; this efficiency enabled personalized and timely communication with a broader audience, improving engagement rates by 20% and contributing to higher user acquisition and retention.

United Airlines, Flight Training Scheduler, Denver, CO   **2023 to 2025**
- Applied operations research principles to forecast instructor and evaluator demand in order to optimize scheduling, resulting in an overtime reduction and event coverage increase by 25%
- Developed and maintained comprehensive training schedules for thousands of pilots across every fleet, which improved upon a 90% on-time completion rate to 95% for all FAA and United mandated training shells.
- Eliminated the fleet-specific backlog of several hundred pilots within the training pipeline through effective route planning that resulted in a 25% reduction in overhead.
- Developed and visualized the standardized SOP for Line Check Pilot Candidate Training for the 787 Fleet that resulted in a structured candidacy timeline that improved training completion times by 15%.
- Mentored incoming training schedulers through various aspects of flight training scheduling and planning, which increased operational availability.

Empyrean Analytics, Product Development Manager, Remote, TX   **2022 to 2023**
- Directed cross-functional engineering and design teams to develop early-stage SaaS architecture, implementing lean process improvements, resulting in a development cycle reduction of 35%
- Conducted user research regarding usability testing to gain insights into user needs, paint points, and behaviors, which resulted in developing a design improvement plan that led to a 15% increase in user satisfaction.
- Led the beginning of the product development lifecycle for a model-based financial management SaaS platform.

Independent Research Project

United Airlines Network Planning and Schedule Redesign   **2025**
- Built a hub-centric timetable prototype from public data (DOT T-100, DB1B, FAA TAF).
- Implemented a fleet-constrained assignment (ETOPS/range screens + block-hour budgets per family) to select aircraft per route.

Education

Johns Hopkins University	**Baltimore, MD**
Masters of Science in Systems Engineering. Modeling & Simulation	Est. May, 2027
Relevant Coursework: Quantum Computation, Software SE	
California State University, Fullerton	**Fullerton, CA**
Bachelor of Arts in Communications, Advertising, Minor in Anthropology. Magna Cum Laude.	May, 2020
Chaffey College	**Rancho Cucamonga, CA**
Associate of Science in Behavioral Sciences. High Honors.	May, 2018

Skills

- MS Excel
- SQL
- Pilot Records
- Operations Research
- PowerBI
- Planning & Scheduling
- Technical Documentation
- Project Management
- Team Coordination