
THOMAS CLARK

Address, Phone Number, Email

AIRLINE OPERATIONS MANAGER

LEADERSHIP ▪ TIME MANAGEMENT ▪ FLIGHT OPERATIONS ▪ WEIGHT AND BALANCE

PROFILE

Highly motivated, creative, and performance driven professional with extensive leadership skills gained through experience in airline operations management. Articulate communicator, skilled both in written and verbal manner. Ability to multi-task and set priorities in a flexible manner to address changing needs. Utilized knowledge of organization goals and initiatives to work through planning, organizational leadership, and consensus building.

- Interacted with all levels of community and private sector personnel
- Gained 104 hours flight time hours as Student Pilot and achieved 98 percent in written flight test

AREAS OF EXPERTISE

- ✓ Leadership and Advocacy
- ✓ Interpersonal and Communication Skills
- ✓ Organized and Enthusiastic
- ✓ Detail-Oriented and Innovative
- ✓ Program Planning and Implementation
- ✓ Productive

EDUCATION AND CREDENTIAL

Bachelor of Science in Aviation Technology, Everglades University, Boca Raton, FL: 2006

Graduated cum laude, Consistent Dean's List

Private Pilot Certification, Everglades University, Boca Raton, FL: 2006

Selected College Coursework, Wayne State University, Detroit, MI: 2002

PROFESSIONAL EXPERIENCE

Lufthansa German Airlines
Head of Operations Department

Location
2007-Present

- Manage overall operations, Weight and Balance, Check-in, Lost and Found, start up of operations (first flight Oct 28th, 2007), and serve as Acting Supervisor, Fueling Supervision, Ramp Supervision, and deal with local operations training
- Proactively find local vendors for potable water tests, operational checks, and performed employee check outs

Check-In Agent/Operations Agent - Second to the Head of Surveillance, Lost and Found

2002-2007

- Supervised checking in of international passengers, gate duties, helping passengers with lost luggage and provided follow up calls
- Organized crew accommodations/transportation, and weight and balance (wide body aircraft)
- Coached staff on operating jet way and improved new training manuals for station, updated station manuals with company changes
- Effectively trained staff in airline operations, ramp/staff checkouts, as well as, helped flight crew and promoted coordination on all teams of the airline for safe and on time departures
- Participated and attended on FOD meetings and ensured clean work area maintenance

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ASIG

Customer Service Agent

Location

2000-2002

- Assigned and directed on Arrivals, Gate Departures, and Check-In, Lost and Found, Lounge
- Skilled in simultaneous organizing and accomplishing of several tasks assigned

McDonalds

Manager/Chief Crew/Trainer

Location

1996-2001

- Proactively trained and instructed small teams and new staff in maintaining and complying with company policy and food safety
- Facilitated staff reviews and pay raises; obtained "Employee of the Month" Award

Prospect

Ramper

Location

1998-1998

- Performed loading/unloading of baggage, wing walking, Baggage Transportation.
- Encouraged team work and developed performance efficiency

ACTIVITIES

- **Member**, AOPA (Aircraft Owners and Pilot Association): 1998-2007
- **Participant**, U.S. Challenge 2006