

# K R Y S I A F A L K E R

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## OPERATIONS EXECUTIVE

Strategic Management & COO & CEO

Extremely competent **Operations Executive** with 20+ years of cumulative working experience possesses vision, energy, integrity, versatility, credibility and business acumen complemented by strong communication and leadership skills. Proven strategic thinker and implementer with a sound understanding of business operations has created a solid track record of delivering the support strategies that companies need to succeed. Innovative developer and driver of strategic initiatives, demonstrates operational and business planning experience that results in ongoing competitive advantage.

Candidate possess exceptional planning, prioritizing and goal-setting skills to achieve optimal outcome to create, implement and document efficient methods of operations; thrives in demanding fast paced environments, promotes cooperative behavior and team efforts, and excels under pressure.

- ✦ Strategic Planning & Continuous Improvement
- ✦ Project Management & Financial Planning
- ✦ Change Management & Best Practice Mergers
- ✦ Skillful Communicator & Negotiator
- ✦ Analytical & Resourceful Problem Solver
- ✦ Talent Development & HR Strategies

## CAREER HISTORY

### FlightUSA

2015 – Present

President, CEO, Board Member (2016 – Present)

President, COO (2015 – Jan 2016)

New York, NY

- ✦ Successfully **orchestrated business' financial, operational, and strategic functions**; deployed various strategic initiatives required to create a profitable book of business.
- ✦ Demonstrated an outstanding ability to **guide and professionally direct** CFO, COO, CCO, and CIO, towards the most effective accomplishment of business goals and objectives; challenged the executive management team to deliver to their highest potential.
- ✦ **Drove the business forward** in a highly competitive industry, securing significant and sustainable growth of the organization including two Airline Certificates, 600 Employees and 205 Aircraft.
- ✦ Responded to the unprecedented opportunities and emerging challenges in a professional and effective manner, continuously **inspiring excellence and innovation via contemporary leadership**.
- ✦ Facilitated the smooth running of the daily company operations; **delivered substantial operational guidance and expert advice** through all phases and in all aspects required to erect a successful business; regulated all operating areas of the organization and Information Technology.
- ✦ **Optimized company's performance and overall strategic position**; oversaw and led a team of senior executives, assuming responsibility for the performance of 16 locations.
- ✦ Strengthened the professional development of business's workforce whilst harnessing and raising organizational capability with the development and delivery of innovative training programs, new training devices and technology; undertaken initiative generated incredible results, **reduced training failure rate by 40% in 6 months**, increased safety and reduced pilot costs.
- ✦ **Enhanced business' professional effectiveness**, managing the development and institution of a world class pilot recruiting department to deal with a significant industry wide shortage of qualified professionals; attracted most qualified candidates with the incorporation of SEO/SEM programs.

### Top Airlines

2009 – May 2015

Vice President, Chief Operating Officer (2011 – May 2015)

Director System Operations Control, Crew Resources and Ground Operations (2009 – 2011)

New York, NY

- ✦ Exhibited sound business acumen, **strong operational management and strategic business planning capabilities**, providing comprehensive direction for the successful running of Flight, Ground, Maintenance Operations, Quality/Audit, and Safety departments.
- ✦ **Oversaw six Directors, two General Managers and 1,300 employees** with operational bases in six major locations, ensuring that maximum efforts are applied towards delivery of optimum business results.

- ✦ Undertook various strategic measures with a dedication to providing innovative, high quality solutions that evoke business growth; **increased company by 50%** by securing 20 new aircraft and a long term contract with the world's largest airline; **generated double digit profit margin** in 2013 through synergies, efficiencies, and the addition of six aircraft representing growth of 17% from 2010.
- ✦ Maintained a flawless track record of developing and implementing strategies that **met and surpassed performance objectives** across all key result areas; increased Controllable Completion Factor by ½ a percentage point within two years; executed each activity to **drive the customer experience in a positive way** and provide exceptional customer service; increased customer satisfaction by 11%.
- ✦ **Handled varied and complex work to highest standards**; negotiated best value agreements, which resulted in significant increase of employee efficiency; closed first and second Compass Flight Attendant Agreement w/no work disruption/stoppage.
- ✦ Continuously strived to **identify and implement best practices** within the field of work; developed new and streamlined existing processes, maximizing employee productivity and accomplishing operational excellence; **decreased Inflight Department employee injuries** from 44 to four annually.
- ✦ Specifically assigned to lead the process of relocating the Operations Center from Chantilly, VA to MSP; **devised highly effective relocation plan which achieved targeted outcomes** of moving the entire SOC overnight on October 1 with zero interruption to the flight schedule and customer expectations.
- ✦ Drove the organization forward from a staffing perspective; **saved the company \$1.4M on an annual basis** through effective staffing management of 400 Pilots and 400 Flight Attendants; embraced continuous improvement efforts within the staffing function; reduced overall headcount by 6%, managed absences more efficiently and improved employee productivity by 3%.
- ✦ Undertook various strategic initiatives with a commitment to continuous growth, improvement and development of new business opportunities; **founded company's first generation operation analysis department** to define and utilize business metrics.

## OTHER RELEVANT EXPERIENCE

### American Airlines

2007 – 2009

Director, Crew Training Resource/ Customer Support Management  
Minneapolis, MN

### Delta Airlines

1996 – 2007

Director of Labor Relations, Special Assignment (2006 – 2007)  
Director of Systems Operations Control & Crew Resources (2004 – 2006)  
Director of Crew Resource & Contract Administration (2001 – 2004)  
Manager of Crew Planning (1999 – 2000)  
Crew Planning/Crew Scheduling/Customer Service Agent (1996 – 1999)  
Eagan, MN

## EDUCATION & TECHNICAL SKILLS

Metropolitan State University, Saint Paul, MN, 1996, Bachelor of Arts  
Inver Hills Community College, Inver Grove Heights, MN, 1993, A.A.S. and A.A.

Word ✦ Excel ✦ PowerPoint

## NOTABLE HIGHLIGHTS

- Established a New Executive Team, to Deal with the Challenges faced by a Company with an Aging Fleet of Aircraft and a High Rate of Pilot Turnover, *Ameriflight LLC, 2016*
- Spearheaded 3-year High Profile Implementation Process of a Safety Management System (SMS) designed to predict and Proactively Manage Risk/Safety Factors becoming only the 8th U.S. Airline to adopt the Program in the last 10 Years, *Compass Airlines, 2014*
- Led Exit of Bankruptcy and Ensured Company Survival, *Delta Airlines, 2006*