

Makyna Groeling

Airline Manager

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📍 1234 Main St, Albuquerque,
NM 87101

Education

Bachelor of Science in Aeronautical Engineering at New Mexico Institute of Mining and Technology, NM

Aug 2008 - May 2012

I have learned to use various tools and software programs to design aircraft and aircraft components.

Links

[linkedin.com/in/makynagroeling](https://www.linkedin.com/in/makynagroeling)

Skills

Airline management

Air traffic control

Aircraft maintenance

Flight operations

Passenger service

Safety

Security

Languages

English

Arabic

Employment History

Airline Manager at Southwest Airlines, NM

Mar 2022 - Present

- Cut annual fuel costs by \$5 million through innovative flight planning.
- Reduced average flight delays by 30%.
- Achieved on-time arrival performance of 85% or better for 12 consecutive months.
- Increased customer satisfaction ratings from 78% to 86% in one year.
- Grew passenger traffic by 7% while maintaining load factor above 80%.

Assistant Airline Manager at American Airlines, NM

Jul 2017 - Feb 2022

- Led a team of 15 flight attendants in providing outstanding customer service to over 500 passengers daily.
- Successfully completed all assigned tasks within budget and ahead of schedule.
- Trained new hires on safety procedures and emergency protocol.
- Coordinated with ground staff to ensure smooth operations during high-traffic periods.
- Monitored passenger feedback and took necessary steps to improve satisfaction levels.

Associate Airline Manager at United Airlines, NM

Sep 2012 - May 2017

- Led a team of 15 flight attendants and achieved on-time performance rating of 95%.
- Trained new hires in emergency procedures, customer service protocols, and company policies.
- Monitored inventory levels and ordered supplies as needed to maintain stock.
- Negotiated with vendors for better rates on food, drink, and other necessary items.
- Implemented new safety procedures that reduced accidents by 25%.
- Streamlined the boarding process which decreased average wait time by 10 minutes per flight.

Certificates

Certified Flight Manager (CFM)

Sep 2020

Certified Aircraft Dispatcher (CAD)

Mar 2019

Memberships

Aircraft Owners and Pilots Association

National Air Transportation Association