

Resume Results: This client is now the CEO of an international airport operating authority operating 5 airports with annual volume of 4 million passengers. He credits his Fast & Focused resume package with “paramount” impact in his selection.

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International Airport Executive

Turnaround specialist with five years Latin American international airport and airline management experience produces exceptional airport profitability and service improvements.

Key Strengths:

- Relationships – Insider’s knowledge of Costa Rican culture and governmental civil aviation operations and processes strengthens demonstrated expertise fostering strategic relationships with government, financial agencies, media and others.
- Operations – Regularly sets and meets increasingly demanding performance and budget targets that maximize profitability and shareholder returns while achieving quality and standards compliance at several international airports including Juan Santamaria International Airport.
- Project leading – Repeatedly delivers on-time start-up and implementation of goal meeting Capital (Capex) and Engineering, Procurement and Construction (EPC) projects.
- Team building – Builds and inspires teams that deliver dramatic improvements in customer service.

Citizenship - Languages

Dual Canadian and Australian citizenship: fluent in Spanish and English.

Executive Experience

Associate Director

Jacobs Engineering / Consultancy

California, USA based Fortune 500 company and one of world’s largest and most diverse providers of technical services.

Reporting to Canadian Managing Director, lead effective identification, development and delivery of aviation consulting projects including: content, scheduling and deadlines, project management, and assure the quality and profitability of projects. Presently leading projects in: aviation safety and security, airport planning and development, aviation infrastructure and project finance, commercial planning and development, air service development, and civil aviation planning. Areas of involvement include Canada, USA, Latin America, Middle East, Africa and Asia.

- Opened Vancouver office aimed at developing strong corporate presence in Western Canada.
- Leading development of new markets in Latin America.

Director Airport Operations

Vancouver Airport Services (YVRAS)

Leading international airport developer and manager. Also provides specialized consulting services to clients world wide.

Reporting directly to CEO, managed all operational aspects of Las Americas International (LAI) Airport and Maria Montez International Airport. Oversaw over 100+ managers and staff servicing 3 million passengers a year, Managed construction of Samana International Airport from greenfield to working airport. Oversaw all YVRAS operations for 6 regional airports on behalf of AERODOM (airport Concessionaire).

October 2008 to present

Vancouver, Canada

June 2004 to October 2008

Santo Domingo, Dominican Republic

- Developed and maintained strong communications and relationships with local government authorities, Board of Directors, airport stakeholders and other airports..
- Directed, planned and drove improvements to LAI airport facilities and services (annual capital budget US \$5 to 10 million) to maximize airport profitability. Airport named leading Caribbean airport in 2005 IATA - AETRA Survey. Presented annual business plans, operational updates and quarterly EPC and Capex reviews to multinational Board of Directors
- Devised and met annual operational budget of USD \$3 to 5 million and capital budget of US \$5 to 10 million depending on annual projects. Presented quarterly Opex reviews and timely key issue reports to Board.
- Consistently achieved favorable media coverage through press tours, television presentations and media coverage of openings of new facilities and new service launches. Regularly featured in local magazine and newspaper articles on airport on almost monthly basis.
- Led strong responses to major crises including hurricane damage, aircraft accidents, natural disasters and union negotiations.
- Co-managed US\$260 million plus EPC investment in multiple airport infrastructure project with financing from the World Bank (IFC) and Export Development Canada (EDC). Project completed in 2008 on budget and in accordance with specific loan requirements, returning satisfactory debt-service-coverage ratio for government contract oversight, lenders, banks and company shareholders.
- Managed construction of US\$30M Las Americas International Airport new North Terminal. Project completed two months ahead of EPC contract delivery schedule and on budget.
- Managed first stages of \$45 M Las Americas International Airport runway rehabilitation project. Left project on schedule.
- Managed operational readiness: green field US\$70 M Samana International Airport. Project was completed ahead of schedule when compared to EPC program. Budget maintained as per contract.
- Designed and launched successful operational readiness program for domestic / international traffic at Joaquin Balaguer International Airport. Airport opened on time and on budget. Smoothly managed highly political transition from government contract and oversight to private concessionaire.
- Co-managed attracting new airlines to airports.
- Managed 2 airport \$3.5 M Capex investment in installation and cut over from dedicated to common use terminal check in system with the ARINC managed *iMUSE*. Project completed on time and on budget.
- Managed successful Transport Security Administration (TSA) inspections and International Civil Aviation Organization (ICAO Annex 17 (Security) audits.

Airport Manager

COPA AIRLINES

April 2003 to May 2004

San Jose, Costa Rica

Panama based airline, in 49% partnership with Continental Airlines, providing daily service to 20 countries and 30 destinations throughout Latin America and USA.

Successfully co-ordinated complete reorganization of COPA's Juan Santamaria International Airport Operations (#2 station in airline network), through aggressive procedure auditing, training, personnel monitoring and third party contract review: all changes focused on revitalizing customer service operations.

- Raised On-Time Departure performance from 80% (worst in system) to 97% (best in system) within one year.
- Prepared the annual budget, controlled costs, monthly performance reports for Head Office, managed over 20 Airport and 5 Cargo department employees.
- Implemented new route development of daily Boeing 737 service to Honduras.
- Controlled the 6 daily operations: interaction with Immigration, Customs, Airport Police and service contractors (Ground Handling, Maintenance Catering) to maintain and grow COPA's market share and customer satisfaction.
- Improved interactions with Airport Service Agencies. Consequently elected to *Airport Operator's Committee Board of Directors* (2004).
- Gained executive insider's view of organizational problems at Juan Santamaria International Airport.

Director

June 2002 to May 2004

Innovations for the Americas, Ltd. (IDELA)

San José, Costa Rica

Costa Rica based international trade management consulting firm.

Provided management consulting to small to large corporations, Business Councils and Chambers of Commerce. Project Management in Panama, Nicaragua, Guatemala and Honduras

- Created business plans, competitive intelligence studies, export development plans

Trade Consultant

June 2001- June 2002

The Foreign Trade Corporation of Costa Rica (*PROCOMER*)

San José, Costa Rica

Government agency promoting successful insertion of exporting companies to international markets.

Coordinated Canadian market export development initiative with local Latin American partners.

- Provided international trade training to small and medium sized enterprises (SME's) by leveraging relationships with Canadian Embassy, Canadian Association of Importers and Exporters and other non-governmental organizations.
- Successfully completed 3 international trade missions working with dozens of locally based SME's.
- Gained insider's view of Costa Rican government operations and processes.

Area Manager

1996 to 2000

Tsuga Forestry Services Inc.

Alberta, Canada

Tsuga Forestry Services has become one of the largest sustainable forestry service companies in Alberta

Served as Area Manager for Helicopter and Airplane Access programs with Weyerhaeuser and Daishowa

Marubeni International that successfully developed gross company revenues of more than USD \$2.0 M.

Recruited and supervised the performance of over 100 supervisory and field staff. Developed training programs and work procedure manuals for all field positions. Performed job costing, bid / proposal development and conducted pre-project meetings with clients. Developed new initiatives using ISO 9002 Quality Management System.

Education**Master of Business Administration (MBA - Aviation)**

In Progress

John Molson School of Business, Concordia University

Montreal, Canada

Graduate Diploma – International Business Administration – Latin America (LAMP)

2002

Capilano College

North Vancouver, Canada.

Bachelor Degree: Political Science - International Relations

1996

University of Victoria

Victoria, Canada

IT Skills

Intermediate to Advanced user of: MS Project, MS Access, Excel, Word, PowerPoint, Advanced research Internet applications

Relevant Professional Associations and Training

Member of the Vancouver Board of Trade / Chamber of Commerce, Canada	2009
Member of the American Association of Airport Professionals (AAAE), USA	2008
Member of the Board of Directors – Dominican / Canadian Chamber of Commerce	2007
Airport Strategic Management- International Air Transport Association (IATA) Montreal, Canada	2006
Airport Safety – Instituto de Capacitación Aeronáutica Internacional, Buenos Aires, Argentina	2004
Fixed Wing Pilot Training (C172) – Canada	1998
Certification and Training in ISO 9002 implementation	1997
H2S Security, Hazardous Materials Management	1997