

# UZAIR ZIA

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## CORE COMPETENCIES

- Policy and Procedure Modification
- Data Analysis, Time Management, and Critical Thinking
- Problem-Solving, and Strong Interpersonal Communication Skills
- Account Development, Order Management, Contract and Negotiation
- Project Management, Relationship Building, Team Player, and Critical Thinker
- Needs Assessment, Contracts, Confidential Clearances, and Customer Retention
- Strategic Planning, Technical Support, Problem Resolution, and Plan Development
- People Development, Strategic Planning, Organizational Development, and Time Management
- Motivational/Organizational Leadership Training and Development, Documentation and Control
- Team Leadership, Performance Improvement, and Excellent Written and Verbal Communication Skills

## LANGUAGES

- **Fluency:** English, Urdu, and Hindi
- **Intermediate:** French

## REFERENCES

Available Upon Request

## PROFESSIONAL PROFILE

An astute, meticulous, and results-driven Business Operations Manager with years of exceptional experience in Management and Supportability, Service Delivery Strategy, Operations, and Project Management. Possesses excellent expertise in Regulatory Compliance, Strategic Planning, Administrative Operations, Process Governance, Customer Success, Talent Building, and Organizational Learning, along with the ability to manage large teams of 10 – 50 effectively. An analytical and visionary team player, proven to be a catalyst for change with the skills to foster a positive, cohesive learning climate while swiftly producing optimum results in a fast-paced, dynamic environment.

## PROFESSIONAL ATTRIBUTES

- Adeptly partnered with internal and external departments throughout the airport environment to promote peak operating efficiency of the airline operation
- Expert at optimizing the trained workforce, equipment, facilities, and funds for customer operations and cultivates collaborative relationships across all work teams
- Competent at establishing and maintaining open communication and a collaborative relationship with all levels of union leadership
- Excellent ability to influence others, advocate and manage change through outstanding interpersonal skills, collaboration, and negotiation skills
- Diligent with the capability to be an action-oriented and results-driven team player, with a natural aptitude for engaging employees across multiple workgroups, think strategically and use sound judgment and initiative in decision-making

## EDUCATIONAL BACKGROUND

### Master's in Clinical Administration

Walden University 2018

### Bachelor's Degree in Psychology

University of Houston 2009

## WORK EXPERIENCE

### Customer Operations Manager, American Airlines, Philadelphia

Mar 2019 – Present

- Directs and manages the airport ramp team of 1000 members to efficiently and safely execute the daily operational flow as per the regulations of DOT, FAA, and other government agencies
- Regularly presents staff training programs on skill development, customer service elevation, and company culture behavior: caring, collaboration, and development to 1000+ team members
- Lay corrective action into immediate effect that helped to resolve operational issues prepare reports and records
- Facilitates with numerous CSM interviews and selections, abets with the planning of BID training, and administers international and wide-body operations, baggage operations, training, admin, and control
- Renders step-2 grievance presentations, calls up at Pennsylvania State Unemployment Hearings, and Departmental Environmental Coordinator

**Cargo Regulatory Compliance Coordinator, American Airlines, Philadelphia** Mar 2018 – Mar 2019

- Evaluated and gauged maximum cargo documents associated with weekly and monthly shipments to ensure optimal compliance with security procedures
- Successfully self-audited 50+ monthly cargo shipment documentation and critically assessed records for preventive measures
- Accurately processed top internal and external requests for information that ensure complete compliance with AA, HIPAA, and all regulatory agencies
- Served as the primary point of contact (POC) for regional and state-wide agencies and ensure organizational adherence to procurement compliance procedures and requirements
- Prepared OSHA responses as required via regional/corporate safety as required

**Station Operations Manager (ATW/BTW), KLM Royal Dutch Airlines, New York Kennedy** Apr 2017 – Mar 2018

- Supervised and managed vendor staff for Delta Airlines that consisted of 50+ employees for optimum aircraft activities on multiple wide-body aircrafts
- Administered effective complaint management as per the requirements of the carrier(s) and customer feedback and monitored baggage delivery to hotels in case of irregularities to avoid extra expenses
- Proactively supported and assisted the development and modification of airport lounge processes and procedures in improving quality, service, efficiency, and effectiveness and ensuring their maximum implementation
- Planned and ensured that operational irregularities are efficiently handled following customer, economic and legal considerations
- Assessed and ensured that all customer activities adhered and this included check-in, ticketing queues, baggage check, gate, security, and ramp

## ADDITIONAL WORK EXPERIENCE

**Air France, KLM, Houston, Chicago**

Mar 2007 – Apr 2017

Operations Agent – Sunline Services [CHICAGO]	Mar 2015 – May 2016/Aug 2016 – Apr 2017
Operations Supervisor [HOUSTON]	Mar 2014 – Dec 2014
Operations Agent, Menzies Aviation [HOUSTON]	Mar 2007 – Mar 2013

## SIGNIFICANT PROJECTS

- Equipment parking and fuel cost-saving initiative (COVID-19)
- Excel Database/Quick-Ref Binder
- Formulated diverse operational training programs
- Trained Operations Management Teams
- Operational Training
- Corporate Trainings
- Lost time vs Cost Analysis

## OTHER EXPERIENCE/EDUCATION

- Medical Degree from Medical University of Lublin
- Operation Failure Follow-up and resolutions

## TRAININGS AND CERTIFICATIONS

AD-HOC Project Management	2020 – 2021
10-Hour OSHA, AA D.E.C. (Environmental Coordinator)	2018 – 2021
Safety Management Systems	2020
Complaint Resolution Officer	2019
Basic Data Security Awareness	2020
Ground Security Coordinator	2018
Emergenetics	2018
Lead the Experience	2019
Elevate the Experience	2019
Aviation Operational Aircraft Trainings	2007;2011;2015;2017