

*“Established a reputation for providing excellent customer service which set the standard for staff to follow.”*

Liaised with other RAAF business units and civilian contractors on maintenance issues. Took charge of contingency planning and execution, attended all senior management briefings and authored maintenance and administrative standard operating procedures.

### **Aircraft Technician**

Came onboard at the invitation of the Maintenance Supervisor, Bob Dillon, to maintain the squadron's Caribou transport aircraft.

Responsibilities included servicing the aircraft and its associated equipment, maintaining a database of support equipment on a rostered servicing cycle and liaising with suppliers for the procurement of spare parts.

### **Highlights**

Analysed maintenance requirements and modified servicing schedules to utilise less resources and reduce equipment downtime. Developed and implemented a storage system for small parts to minimise loss and ensure safety in the workshop.

Continually improved operational systems to maintain the competitive edge and was commended for my enthusiastic attitude toward efficiency in the workshop and my strong work ethic.

Authored regular operational reports to keep senior management abreast of developments and progress in the workshop. Established a reputation for providing excellent customer service.

### **BOEING AUSTRALIA**

Boeing is a high technology aerospace enterprise specialising in the design, installation and support of key Defence and commercial systems. With a presence in Australia for more than 60 years, Boeing has exported \$A1.5 billion worth of aerostructure components and currently employs more than 1400 people in 13 locations around the country.

### **INDUSTRY EXPOSURE**

- Aircraft engine technician
- Aircraft structural engineering
- 13 years aircraft engineering & technical expertise
- Training design, facilitation & evaluation
- Workplace training and assessment
- Customer relationship management
- OHS and risk management
- Quality Assurance auditing

### **Aircraft Maintainer (Contract)**

Returned to Australia to take up this exciting role following an overseas sabbatical which included stints with World Aviation Support, Parc Aviation and Jersey European Airlines.

Invited by the Maintenance Team Leader, Bob Dillon, to oversee the integrity of the F-111 long-range strike fighter's fuel tanks and fuel systems. Responsibilities included leading a team of 6 technicians, supervising and conducting maintenance and coordinating tests for new parts and equipment.