



Carter Boyle

15150 Hauck Shoals, Los Angeles, CA ♦ Phone: +1 (555) 346 7010

EXPERIENCE

SENIOR MAINTENANCE CONTROLLER

Dallas, TX

05/2015 – present

- Provide instant technical assistance and direction to flight crew and engineers network-wide
- Briefs maintenance management on aircraft systems problems and provides corrective action plans
- Briefs Duty Manager and above on status of all aircraft in work on shift
- Willingness to work with different cultures and adapt to varying working conditions
- Researches and completes SDR reports and works in conjunction with the FAA liaison to provide follow-up as requested by the FAA
- Willing to work on 12-hour shift patterns and perform overnight duty
- Provides on the job training for Maintenance Control Specialists

05/2011 – 01/2015

OPERATIONS & MAINTENANCE CONTROLLER

Phoenix, AZ

- Provides management team and all other operations & maintenance staff
- Provides assistance during safety & quality audits
- Reacts promptly to all alarms and failures, reports to all maintenance services and records all events in the maintenance management system
- OMCC borne activities regarding track possession management
- Acting as Incident Manager during night time
- Issues daily reports and provides data to the OMCC Chief Controller in order to update the OMCC dashboard
- Familiar with maintenance management software (CMMS, Maximo, etc.) and modeling tools

07/2004 – 12/2010

MAINTENANCE CONTROLLER

Philadelphia, PA

- Tracks aircraft deferrals through closure. This includes the highlighting of zonal or systemwide problems to ensure timely resolution. This department works closely with the Service Stations and the AA Tech Desk / IOC to schedule corrective actions and ensures that the Service Stations are informed of any incoming defect. In addition, this department shall work closely with the AA Tech Desk / IOC to make sure they are regularly informed of deferred defects and actions being taken. Daily
- Assisting the Continuing Airworthiness Manager with the oversight of the maintenance programs, maintenance planning and technical records
- Coordinates, monitors, and reports all special work assignments covered within the scope of this agreement for accomplishment/implementation such as American's ECOs (Engineering Change Order) and Thales Service Bulletins (SB) and tracks the completion in report form to be distributed to various departments within American and Thales as requested. Daily, Weekly, Monthly
- Generates work order requests in CMMS system
- Working with the Continuing Airworthiness team to continually develop Bristow Helicopters Maintenance Control activities and procedures
- Provide remote assistance to support diagnostic checks on ViaSat IFEC equipment installed on customer aircraft
- Serve as team member providing technical support for problems and issues relating to assigned aircraft

EDUCATION

ROWAN UNIVERSITY

**Bachelor's Degree in
Maintenance
Management
Preferred**

SKILLS

- Good PC skills with working knowledge of Microsoft packages
- Ability to build strong working relations with customers
- Solid interpersonal skills
- Ability to work flexible shifts, nights and weekends
- To have a proficient understanding of the vehicle leasing industry and marketplace in which HCVS operates
- Professionalism and resilience
- Work Habits -Provides accurate & consistent documentation; handles multiple tasks effectively; makes appropriate decisions; demonstrates accountability for own work & actions; provides timely communications regarding work status
- Initiative & Innovation -Looks for new & better ways to get work done; asks questions to strengthen

skills; seeks new responsibilities; shares ideas for new processes/solutions to improve job & company

- Interpersonal Relationships & Teamwork -Listens attentively & responds appropriately; cooperates with others; resolves conflicts/problems with others; assists with a variety of team roles
- Dependability -Begins work on time, adheres to planned schedule on the job; shows flexibility to meet deadlines; sets an example for others; completes tasks in appropriate timeframe to meet company, team and individual goals