

JEFFREY A. DAVENPORT

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VICE PRESIDENT, FLIGHT OPERATIONS / DIRECTOR OF SOCC

Bottom-line driven manager supported by progressively responsible experience throughout a 15-year aviation industry career. Proven accomplishments in the productive leadership over system operations control center (SOCC) encompassing dispatch, crew scheduling, customer service and maintenance control. Combine strong industry knowledge and business leadership skills to consistently manage complex scheduling, lead high-performance, motivated teams and implement efficient processes that ensure smooth operations and quality customer service. Strong communicator, effective negotiator and motivational team builder; able to effectively communicate needs and merge disparate teams in the support of market/industry objectives. Respected for wide range of industry knowledge, solid sense of integrity and demonstrated passion for industry as a whole. **Executive MBA in Airline Management in progress.**

Industry Expertise: Extensive knowledge of FAR 121 Scheduling (Federal Aviation Regulation Part 121); Licensed 121 Aircraft Dispatcher; Technical and Logistical Support to for Active Fleet Maintenance Discrepancies; Aircraft Mechanical Systems and Flight Controls; Real-time Flight Following; Post-Situational Replay; Route Planning; Flight & Ground Crew Operations; System Customer Service; Policies & Procedures Development; Labor Agreements; Emergency Management; Budgeting & Personnel Administration.

EXECUTIVE CAREER HIGHLIGHTS

DOMAIN EXPERT / CUSTOMER SUPPORT & TRAINING MANAGER

CONSTANABLE AVIATION GROUP – Washington, D.C. (Mar. 2000 to Present)

(A subsidiary of the Airline Company and SOC Domain Expert with over 500 employees)

Charged with providing key input into development of SOC planning and decision optimization support tool. Created user definition, quality assurance and business development functions for the product entitled ATLAS v1.0, Advanced Tracking and Look Ahead Solution, an intelligent situation display system capable of reading live air traffic data such as ASDI, radar, satellite, ground tracking position updates, flight plans of all aircraft on any given day.

- **Credited with contributing to successful SOC redesign** based on expertise of SOC environment and management of irregular operations; played pivotal role in innovation and creation of functionality and “look and feel” of software
- **Customized product ability to project current situation ahead in “fast time:”** the decision support capability to improve activity / response time of airlines’ operational control centers, airport and station managers.
- **Ensured optimum usage and workability of product** to increase reliability of current aircraft activity monitoring while allowing for current aircraft activity to be projected into the future.
- **Delivered gate-to-gate flight tracking and position updates** within one second and currently integrating results with flight planning, crew scheduling and maintenance planning activities.
- **Key input in development of connectivity** between carriers’ other decision support systems and SOC database and potential connectivity with Constanable.
- **Eased usability for dispatchers and ATC coordinators** by leading creation of advanced rerouting function with “spotlight” point-and-click user interface.
- **Identified and secured numerous business development opportunities** without incurring additional costs by actively promoting product and remaining visible within the industry.

SOC MANAGER (OPERATIONS CONTROL)

AMERICAS BEST AIRLINE COMPANY – New York, NY (April 1998 to March 2000)

Hold full accountability for directing daily operations of 500+ flight schedule including all customer service, aircraft routing, crew scheduling and dispatch functions. Coordinate operational control activities in conjunction with worldwide operations (including timing and variety of airline activities) and based on support of meteorologists, engineering and route planning staff tasked with providing critical information and plans in support of daily operations.

Continued...

- **Fostered optimum staff performance** despite challenging work environment/deadline commitments by cultivating well-motivated, focused staff committed to overall team success.
- **Smoothed communication flow between disparate divisions** of SOC staff by focusing on team efforts related to bottom-line objectives and increasing employee value through incentives.
- **Sustained cost-effective operations and positive revenue results** by constantly employing cost vs. profit analysis in all decisions.
- **United employee commitment** and realized quantifiable employee confidence/decision-making by facilitating comprehensive training programs on all aspects of SOC environment/activities.

SOC DUTY MANAGER / CREW RESOURCES MANAGER
FLYING WORLD AIRLINES – Farmington, NM (June 1995 to April 1998)

Promoted from initial position as Licensed 121 Dispatcher to SOC Management position responsible for all activities related to the delivery of smooth and timely flight operations. Charged with providing consistent monitoring of all weather, scheduling, crew and mechanical issues and coordinating an aircraft's flying time with required maintenance and repair schedules.

- **Instrumental role in securing conversion of a 135 carrier rating to a 121 carrier rating** by proving RUNS to the FAA.
- **Gained high approval ranking** from pilot group by achieving exceptional reliability rating and by employing calm, focused and decisive leadership despite challenging, time-sensitive environment.
- **Marshaled resources and planning strengths** to ensure efficiency and compliance with FAA regulations and contractual guidelines through appropriate assignments of open flights to crew members.

MANAGER OF AIRCRAFT PLANNING
CARRIER POSSIBILITIES – McLean Virginia (1993 to 1995)

Scope of responsibility was diverse and included development, maintenance and fine tuning of all flight schedules. Coordinated wide variety of activities including crew scheduling, fueling, catering, maintenance, sales/marketing and tour operator sources to develop integrated and viable system-wide departure arrival schedule.

PRINCIPAL PARTNER
DAVENPORT HOSPITALITY SERVICES – Miami, FL (1991 to 1993)

Launched this travel/tourist organization to compliment local hoteliers' host of offerings and services. Directed all public relations, advertising, marketing tools, travel development and entertainment promotions. Coordinate activities of guest services desk and reception hotline. Produced narrated overview tour that combined local history, geographics and entertaining points of interest.

Early career includes positions as: Fuel Supervisor-EWR (Jennings Airlines); Operations Supervisor, Duty Manager EWB/HYA/EWR (Worldwide Union); PBA Station Manager, Operations Supervisor and Ramp Agent (Pan Trans Express) between 1985 and 1993.

EDUCATIONAL ACHIEVEMENTS & PROFESSIONAL DEVELOPMENT

E.M.B.A., Airline Management – The George Washington University's Aviation Institute, Jan 2005
(Accepted into program concurrent with B.A. studies)
B.A. , Aeronautical Science, Embry Riddle Aeronautical University, June 2004

Member, Airline Dispatchers Federation (ADF)