

# TANYA BULLOCK

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## AIRLINE OPERATIONS – TERMINAL MANAGEMENT

**Accomplished professional with over two decades professional excellence in airline operations, terminal management, team leadership, customer service, consulting, and project management. Spearheaded cohesive, cross-functional teams that handled all aspects of airline operations, from arrivals and departures to facilities and terminals to customer service. Orchestrated construction projects and handled extensive coordination during LaGuardia Airport's multi-billion-dollar development project.**

*Airline Operations – Terminal Management – Staff Management – Operations Leadership – Project Mgmt. – Support*

## EXECUTIVE SUMMARY

Qualified by extensive experience in airline operations, project management, construction, and staff management. Worked closely with senior leadership and communities. Created comprehensive briefing materials and terminal-wide advisories. Exceptionally skilled when it comes to building alliances with internal and external stakeholders. Created and evaluated briefing materials and orchestrated projects from start to finish. Responsible for budget management. Oversaw complex construction initiatives while ensuring seamless operations (landside, airfield, and airline). Recruited, managed, and trained and developed cross-functional teams.

## CAREER PROGRESSION

### Manager of Operations and Construction Coordination

#### LaGuardia Gateway Partners

2016 to Present

Provide leadership in dual capacity involving terminal operations (Terminal B) as well as landside, airside, and redevelopment construction activities for the airport's multi-billion-dollar redevelopment initiative. Collaborate with construction management team, project managers, and trade contractors. Steward cohesive, cross-functional team of 16 to 20 professionals responsible for a wide range of duties, from airline traffic and facilities issues to safety incidents and customer events. Closely interface with internal and external stakeholders as well as government, airline, and industry representatives. Orchestrate traffic, operations, and facilities management; ensure stringent compliance, quality management, and coordination with Port Authority.

- **Oversee Terminal B's operations requiring oversight for thousands of incidents annually, four airlines (domestic and international), and over 115 flights per day.**
- **Manage terminal's wheelchair contract; achieved 95% KPI scores.** Managed contract for the entire terminal and ensured logistics and staffing were appropriate for large volume of requests.
- **Extensively contribute toward success of construction projects.** Ensure **seamless terminal operations and zero downtime** (airfield, landside, and airline operations) despite heavy redevelopment activity. Coordinated with multiple airlines, created community advisories and presentations, and ensured airlines complied with rules and regulations. Undertook remedial and enforcement actions against airlines as needed.
- Provided **incident leadership** and **effectively lowered incident rates to less than two per year for five consecutive years.**
- Develop robust plans to drive continuous improvement. Create SOPs.
- **Consistently outperformed KPIs.** Successfully reduced airside deficiencies by over 50%, increased terminal NPS from -46 to 70, reduced safety incidents 46% within two years, met WCHR wait time of less than eight minutes, and met security wait times of 15 mins or less.

**Supervisor of Airport Operations**

**United Airlines**

1991 to 2015

Provided hands-on oversight and leadership for airport operations for 15 flights (domestic/international) daily. Served as CRO (Conflict Resolution Officer) responsible for resolving conflicts and adjudicating and mitigating complaints from individuals with disabilities. Handled load planning for aircrafts. Provided oversight to results-driven team of four professionals. Accountable for load planning operations, arrivals and departures, and baggage operations. Liaised with tenants and multiple departments, such as Ramp Control, In-flight ATC, and Immigration/Customs Control to ensure seamless airport operations. Accountable for trend analysis of KPIs; devised strategies to mitigate outliers. Provided decision-enabling technical guidance as well as guidance on company protocols. Handled union agreements and staff evaluations.

- **Aggressively reduced PAWOBs from 25% to 10%.** Initiative required extensive coordination with internal staff as well as with stations coast-to-coast.
- **Successfully managed 40 to 45 employees. Catalyzed 360-degree turnaround in staff behavior, resulting in 15% reduction in sick calls (first year) and 25%, second year.** Initiated improved dependability and staff productivity. Recruited, managed, and trained and developed staff.
- Motivated frontline teams to deliver world class service and achieve on-time schedules.
- Thoroughly investigated performance/safety issues as well as complaints.

~ Excellent References Available on Request ~