

Grant Hardison
(774) 123-0000
ghardy20@email.com
3859 Victory Avenue, Braintree, MA 02184

Profile

Responsible Airport Assistant Manager with 10+ years of experience overseeing operations in small and major airports. Effective negotiator and proactive leader with strong analytical and planning skills. Enjoys investing knowledge and confidence into others and promoting excellent customer service and excuse-free compliance.

Professional Experience

Assistant Airport Manager, Boston Logan International Airport, Boston, MA

January 2016 – Present

- Training employees on customer service, confrontation avoidance, and compliance, resulting in 30% fewer negative customer interactions in 2018 and 2019
- Helping ensure compliance with company, airport, and FAA regulations and policies
- Working with the airport manager to set up training schedules for employees
- Helping the airport manager negotiate contracts with vendors, saving the airport 25% in office supply costs and over \$2 million in food service-related costs

Senior Assistant to Airport Manager, Shenandoah Valley Regional Airport, Weyers Cave, VA

December 2010 - November 2015

- Assisted airport manager in short- and long-term planning and marketing of airport services, securing five new vendors
- Helped prepare budgets, oversaw capital projects and maintained leases with tenants, cutting capital overhead costs by 14% between 2012-2015
- Prepared reports of daily airport operations
- Responded to aircraft emergencies, averted a runway crash in 2011

Airport Operations Coordinator, Shenandoah Valley Regional Airport, Weyers Cave, VA

October 2008 - December 2010

- Ensured safe, efficient flow of passengers throughout terminals
- Inspected airport facilities for safety compliance
- Helped devise and implement airport emergency plan

Education

Associate of Applied Science in Aviation Maintenance Technology, Blue Ridge Community College, Weyers Cave, VA

January 2013 - December 2015

Skills

- Leadership
- Verbal and written communication
- Negotiation
- High familiarity with security regulations