

Norbert THOMAS BS, MA,

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OBJECTIVE:

Utilization of my education in Communication, my experience in team management and my artistic/production skills.

PROFESSIONAL ACCOMPLISHMENTS:

- Co-produced the In-flight Recurrent Ground Web-based training and wrote the foreword and introduction.
- Designed the Flight Ops Recurrent Ground training CD ROM.
- Trained in Sabre, Fleetwatch, SBS, Eclipse, DeltaMatic, Microsoft Office suite,

EXPERIENCE:

10/2004 – 08/2006

[Comair Inc. \(Delta Connections\)](#)

Debra Cox (859) 767-2550

Erlanger, Kentucky

Flight Crew Scheduler

Coordinates flight crew schedules according to crew availability and legality, mechanical requirements, weather disruptions, customs requests, and FAA regulations. Posses excellent knowledge of, and the ability to interpret and explain all areas of the FAR contract, the IBT contract, the ALPA contract and Pilot/FA working agreements. Demonstrates excellent analytical and problem solving skills, with the ability to multi-task, prioritize tasks based on operational urgency and performs under tight deadlines and extreme pressure.

Primary Responsibilities

- Maintain the day-to-day crew scheduling operation including assuring all flights are legally covered through the open-time, flight leg validation, and reserve rostering functions.
- Monitor crew legalities every hour through the VAP / ILL / HRP / REP reports.
- Responsible for all information contained in the Crew Scheduling Training Manual, as well as updated revisions.
- Responsible for all material covered in recurrent training.
- Notify all crewmembers of changes to their schedules.
- Monitor rest requirements of all overnight crews. Coordinate all associated late reports/departures to the Coordinator of Crew Scheduling, Dispatch, Reservations, and Out-Stations.
- Provide documentation in the form of a shift log, for all irregularities and crew issues and important FYI's, etc.
- Provide the continuing shifts with a complete and thorough briefing, which covers all operational specifics and special requirements.
- Provide written documentation for Crew Discrepancies (SD).
- Monitor crewmembers check-in for potential problems.
- Coordinate the arrangement of crewmembers hotel accommodations.

Customer Service Agent

Maintain and strive to exceed customer services standards and ensure customer satisfaction. Performs both public and non-public contact positions, which may include passenger check-in, ticketing, baggage sorting and aircraft loading.

Primary Responsibilities

- Marshalling of aircraft to safe parking zones
- Cleaning of cabin
- Initial inspection of arriving aircraft for possible damages
- Coordinating with cabin crew any necessary supplies needed for continued operations
- Stocking and sorting of commissary and liquors on aircraft
- Collecting and tabulating data relating to the weight and balance of the aircraft
- Fueling of aircraft based on the data supplied from dispatch and control tower
- Assisting passengers on and off the aircraft
- Assisting special needs passengers with specially designed apparatus for their safety
- Deicing of aircrafts
- Communicating and coordinating with cockpit crew for final authorization for clearance to depart.
- Sorting passengers baggage based on destination
- Coordinating shuttle pick up of passengers
- Controlling the passenger flow in secured areas
- Collection, sorting, dispatching, loading and unloading of luggage.
- Assist with other operational aspects of the station.

1987 – 1988

[Versair Inflight Services](#)

Strephton Sanderson (876) 924-8131-6

Kingston, Jamaica

Driver / Loader

Coordinate the meal and beverage orders as supplied from the customer service department of the airline. Prepare all meals and beverage (and special orders) as cold prep or hot meals for airline passengers. Transport and stack all meals and beverages onto aircraft. Safe operation of specially designed hydraulic lifting trucks with stabilizing arms.

Primary Responsibilities

- Stock planes with fresh meals for flight.
- Operate hydraulic trucks with stabilizing arms for easy access to aircraft.

1987 – 1987

[Airways International](#)

Chris Read (876) 923-0371-3 or 937-0972/2367

Kingston, Jamaica

Stock Room Supervisor

Manage the operations of the stock room. Maintain proper records of all incoming and out-going parts for maintenance. Special order parts from manufacturers and suppliers to satisfy the needs of the maintenance department. Issue parts to aircraft mechanics as requested by parts requisitions form. Update as needed the personal data of all new and existing customers using various data input software and a microfilm system. Make available to managers weekly reports of the inventory on hand. Prepare billing statements for processing. Assist in the simulated quality assurance testing of completed aircrafts.

Primary Responsibilities

- Issue replacements parts to aircraft mechanics
- Keep updated records of inventory

1/2005 – 12/2010

[University of Cincinnati](#) / [Northern Kentucky University](#)
[Brown Mackie College](#) / [The Art Institute of Ohio - Cincinnati](#)

Cincinnati/Highland Heights

Adjunct Professor – Broadcast Communications

11/2003 – 8/2004

[The Ohio Center For Broadcasting](#)

Cincinnati, Ohio

Education Director

2/1999 – 10/2003

[MDC-School of Entertainment and Design Technologies](#)

Miami, Florida

TV Producer / Instructor

2/1998 - 12/1998

[New Birth Broadcasting Corp. WMBM AM1490](#)

Miami, Florida

Production Director

9/1995 - 12/1998

New Birth Baptist Church (NBBC-TV)

Miami, Florida

Director of Production & Training

1/1996 - 3/1997

[Sunbeam Corp. WSVN CH7-Fox](#)

Miami, Florida

ENG News Editor / Coordinator

1/1990 - 12/1993

[Mediamix LTD.](#) / [CVM-TV](#) / [JIS - TV](#)

Kingston, Jamaica

Producer/Writer/Director/Anchor/Editor

1/1988 - 12/1989

[Stanley Motta Labs](#) (Contract)

Kingston, Jamaica

Custom Color/BW Printer & Studio Manager

ACQUIRED SKILLS:

Digital/traditional Photography; Darkroom/daylight color and B/W Processing; Media 100; Avid; Final Cut; After Effects; ProTools; Cool Edit; Photoshop; Illustrator; Quark Express; PageMaker; Publisher; PC/MAC literate; Actor.

EDUCATION:

2003 MA, Mass Communications

[Almeda University](#)

2002 BS, Communications

[Almeda University](#)

1992 Computer Systems Applications

[University of the West Indies](#)

1991 TV production & Directing

[Creative Production & Training Center](#)

1991 Voice & Speech for media and platform

[Creative Production & Training Center](#)

1987 Elements of Photography

[New York Institute of Photography](#)