

Bill Wojtas

Objective

To use my 20 years of aviation experience to further my career in airline operations, sales or customer service. I am expertly qualified in B747 Main Deck Cargo Handling Systems from all manufacturers and can operate a forklift. I am a certified De-Icing Instructor for Northwest / Delta Airlines and familiar with FMC & Trump open Bucket trucks, as well as with all forms of Lantis, FMC and TLD Loaders and cargo transporters. I have experience with all Microsoft Office applications and can expertly navigate within a Windows environment. My language skills include conversational Spanish and Japanese.

Specialties

- Contract Management, Customer Service and Billing
- Instructor (technical training)
- Database Administration
- Sales and Marketing
- Regulations and Policies
- Operations Management, Logistics and Documentation
- Personnel and Labor Relations
- Materials Management
- Specialized Cargo: US Air Force materials and personnel, hazardous materials, livestock and other animals, theatrical equipment, etc.

Experience

Delta Airlines Cargo (recently merged with Northwest Airlines) **October 2009 – Present**

Performance Leader (Manager), Cargo Operations, Chicago Station

- Manage the daily freighter operation including cargo build up and loading of freighter aircraft.
- Manage the daily functions and administration of the entire Equipment Service employee group.
- Create work schedules, monitor overtime usage, OJI/FMLA cases, Personal Time Off requests and other personnel issues.
- Manage the daily functions and administration of the third shift Customer Service Agent group. This includes Personal Time Off requests, Overtime requests, and daily administration of the job function.
- Monitor and enforce employee training for compliance with company training policies for annual qualification training and other training events.
- Oversee postal operations to ensure all Delta Cargo postal operations move as per all agreements and work closely with internal and external customers.
- Create policies and procedures for operations.
- Manage Import and Export office operations.

Northwest Airlines Cargo

2001 – 2009

Loadmaster for Cargo Charters (supporting the U.S. Air Force), 2008 – 2009

- Worked closely with local vendors at remote locations to ensure that operational needs are met and aircraft are properly serviced.
- Worked closely with Air Mobility Command and local Air Force authorities.
- Inspected and loaded cargo into the aircraft per all company, federal and international regulations.
- Coordinated with the company, military and vendor personnel regarding required documentation.
- Ensured aircraft was fueled per regulations and vendor billing was accurate. Worked with vendors to resolve any issues.
- Familiar with McGuire, Dover, Ramstein and Incirlik Air Base operations, as well as military operations at Kuwait International Airport and commercial operations at Frankfurt/Hahn Airport.
- Trained in all aircraft emergency procedures and personal protective equipment, as well as APU operations, pushback, Air Start and in-operative meter fueling procedures.

Manager of Cargo Operations and Customer Service, Chicago Station, 2002 – 2008

- Managed the daily freighter operation including cargo build up and loading of freighter aircraft, as well as the administration of the Equipment Service employee group.
- Created work schedules, monitored overtime, OJI/FMLA cases, Personal Time Off requests and other personnel issues.
- Managed the third shift Customer Service Agent group, including Personal Time Off requests, Overtime requests, and daily administration of the job function.
- Monitored and enforced employee training for compliance with annual qualifications and other training events.
- Oversaw Postal Operations to ensure all Delta Cargo postal operations moved per agreements and worked closely with internal and external customers.
- Managed the facility (building and grounds) and negotiated with facilities vendors for services and optimal prices.
- Created policy and procedures for operations.
- Worked closely with Road feeder service providers.
- Managed Import and Export office operations.

Sales Manager, International Freight, 2001 – 2002

- Created sales partnerships with new customers for both import and export freight.
- Maintained partnerships with existing customers.
- Created rate structures and negotiate rates with airlines, RFS providers and Ocean lines.
- Created sales and marketing materials to promote company services.

Nippon Cargo Airlines

1995 – 2001

Cargo Sales Supervisor

- Create rate structures for export cargo and provide spot rates for customers.
- Postal Liaison for the Chicago station. Maintained a strong relationship with the USPS and Nippon Cargo.
- Bid ISAL contracts, set up mail movements and coordinated with Transportation Manager at the USPS.
- Created the RFS feeder service for NCA, negotiated contracts with RFS providers and maintained a level of service through regular coordination.
- Create new partnerships with customers and maintained existing partnerships.
- Sales area included, Indiana, Michigan and Ohio as well as the Chicago area.
- Yield control, cargo prioritization and build up control.

United States Marine Corps

1987 – 1994

Sergeant

- Manage air cargo ramps to include build up, load planning and loading of all military and civilian aircraft. Military Dangerous Goods Specialist and advanced load planner.
- Airfield security coordination.
- Familiar with maritime vessel load planning and experienced deck NCO conducting loading operations on Maritime Pre-positioning Force Vessels. This includes staging area management and security.
- Conducted details unit inspections of major subordinate units for Logistics Readiness Evaluations and reported findings to unit commanders and commanding general.
- Instructor for USMC computer based Cargo and deployment management system throughout all of Marine Corps bases Japan. Also provided user support and maintained Marine Air Wing master database files.
- Contracted civilian and military charter aircraft for various deployments.
- Specialized in C5, C141, C130, C9 and CH-53 Cargo operations.
- Conducted load operations at remote locations for USMC units at locations where support was not available using these aircraft.
- Specialized in planning and loading super heavy and oversized cargo as well as hazardous materials and ammunition.

Education

Northeastern Illinois University, Chicago, Illinois

Bachelor of Arts candidate (History), graduation scheduled for 2010

Wilbur Wright College, Chicago, Illinois

Associate in Arts (General Studies), 2000

University of Maryland, Asian Division

Courses in Japanese Language/culture during tenure in U.S. Marine Corps