

1289 Narragansett Dr  
Carol Stream, IL 60188

630-414-2238  
conway2311@hotmail.com

# John Conway

---

## **Profile**

An extensive career in the field of Air Cargo Sales, in addition to experience in Customer Service and Operations Management. Proven abilities in conducting sales presentations, contract negotiations at a corporate level, sales forecasting and analysis. I can energize your company's sales to bring improvement to the bottom line.

## **Experience**

2007–2009 Singapore Airlines Cargo Chicago, IL

### **Manager - Midwest**

- Lead all Sales and Customer Service in the Midwest region for five 747 freighter services per week with export revenue of \$1.2 million per month.
- Managed operations team to include supervision of three Great Wall Airlines flights per week.

2006–2006 Transpeed Freight LLC Elk Grove Village, IL

### **Sales Manager**

- Opened new freight forwarder office including setup of all administrative and accounting procedures.
- Wrote all TSA procedures and got IAC approval in minimal time.

2004–2006 Galaxy Aviation Cargo Elk Grove Village, IL

### **Regional Sales Manager**

- General Sales Agent for Cielos Airlines.
- Established office for Sales and Customer Service in Chicago.
- Reached sales target of \$150,000 per month by end of 2004.

2002–2004 Self-Employed Chicago, IL

### **General Sales Agent**

- Commissioned sales for international airlines including Martinair Cargo, Egypt Air and Air Transaat.
- Established and developed new air cargo service for Martinair to Europe and Mexico. Revenue of \$450,000 per month with limited capacity.

2001–2002 Mercury Air Cargo Inc Elk Grove Village, IL

**Sales Manager**

- Managed 7 Account Managers in 6 cities for British Airways contract with revenue of \$950,000 monthly.
- Managed call center under contract for British Airways.
- Managed outside sales for 2 other airlines under GSA agreements with revenue of \$130,000 per month.

1999–2001 Amerijet International Inc Miami, FL

**Customer Service Manager**

- Managed international call center and was responsible for all customer service functions and standards.
- Oversight of flight planning and claims.
- Reorganized Customer Service Department which resulted in better service standards with less staff.

1999–2001 Amerijet International Inc Miami, FL

**Manager Midwest**

- Managed sales and warehouse operations for 12 state territory.
- Opened station, leased warehouse, hired and trained staff.
- Increased sales by 35% every year for first 4 years to total of \$550,000 per month.

1990–1994 Aer Lingus PLC Chicago, IL

**Cargo Sales Manager – Central USA**

- Expanded share of US revenue from 5% to 21% in 3 years.
- Assisted in set up of new station in Chicago.
- Achieved revenue targets of \$450,000 per month.

1986–1990 Aer Lingus PLC New York, NY

**District Sales Manager – New York**

- Responsible for sales for New York, Ohio and Michigan.
- Increased sales every year in district up to \$600,000 per month.

**Professional  
Activities**

**International Air Cargo Association of Chicago**

- Member since 1990
- Chairman of the Board 2004
- Director 2003 & 2008
- President 2005
- Vice Chairman 2007