Jo Gross

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FAA Licensed Aircraft Dispatcher (3387348)

# Skills & Abilities

* High level of attention to detail in flight planning and all other aspects of dispatching.
* In-depth understanding of international flight planning including North America, South America, Europe, and parts of the Middle East.
* Adherence to FAA and ICAO regulations, NOTAMs and TFRs as applicable.
* Adherence to Ops Specs, GOM, and other procedures as applicable.
* Fluent with TAFs, METARs, Aviation Weather Charts.
* Expert understanding of TSA Watchlists and TFSSP program.
* Demonstrated ability to motivate, lead, and see expectations met under stressful circumstances.
* Investigate and report on root cause analysis.
* Work effectively with excellent written and oral communication with diverse groups of subject matter experts, sponsors, and stakeholders across multiple time zones.
* Ability to set expectations, meet deadlines, and communicate positive or negative updates to leadership and stakeholders.
* Strong analytical ability to identify operational concerns, determine impact, and present actionable solutions.
* Resourceful self-starter able to work independently or in a team environment with minimal supervision and a drive to succeed.
* Quick learner with desire to continue development of skills

# Programs

* Flight Planning Software (ARINC, Foreflight)
* Flight Operation Systems (FOS, JetInsight)
* Flight Tracking / Weather (WSI Fusion, Flight Explorer)
* Roster Management Systems (ISE, Ascension)
* Office 365, SharePoint, Outlook, LMS systems
* Data visualization tools (Tableau, Oracle)
* Document Management Systems (Q-Pulse, Centrik)

# Education

2018 B.S. & A.S. Aeronautics, Embry-Riddle Aeronautical University

2015 A.S. Air Traffic Control, Sacramento City College

2015 A.S. & Certificate Aircraft Dispatch, Sacramento City College

2015 A.S. & Certificate Flight Technology, Sacramento City College

2012 A.A. Social & Behavioral Sciences, Folsom Lake College

# Professional Career History

Operations / Dispatch Manager, Craft Charter, LLC

Nov. 2022 – Aug. 2023

* Build and train a dispatch team for part 135 / part 91 operations
* Operational Control for initiating and terminating flights.
* International and domestic flight planning.
* Understand and teach FAA and ICAO regulations.
* Develop processes consistent with meeting requirements of Ops Specs, GOM, and company policies.
* Review and approve timecards
* Develop training materials
* Conflict resolution

Independent Aviation Consultant, Self-Employed

Jun. 2022 – Nov. 2022

* Contracted by a developing part 135 charter operator for the purpose of advising on and building out an OCC and developing a training program.
* Designed a NOTAM scrubber tool that automated the NOTAM review process, significantly reducing effort invested in task.

Flight Operations Data Analyst, XOJET Aviation, LLC

Oct. 2021 – Jun. 2022

* Liaison with internal clients to determine departmental data needs and provide solutions
* Empower organizational leaders to make data-driven operational decisions
* Develop technical solutions aimed at helping departments meet and track their KPIs
* Analyze operational data for trends and empower users to rely on data for decision making
* Dashboard development
* Utilize programming skills to develop systems and workflows which drive efficiency and promote safe operations.
* Project and Product management for development and integration of new systems.

Systems & Projects Administrator, XOJET Aviation, LLC

Sept. 2020 – Oct. 2021

* Project management for development and integration of new systems.
* Department development and processes, represent XOA culture and embrace change.
* Mentor team members. Management, configuration, and administration of critical operating systems.
* Process and procedural analysis with goals of improving efficiency and documenting processes.
* System subject matter expert providing comprehensive understanding of the operation as a whole and the impacts process or procedural change have on other parts of the organization.
* Oversee new software deploys and updates including preparation of roll-back plan.
* Conduct risk assessments and work with leaders to develop appropriate mitigations.
* Product design and development of solutions to customer needs; including prioritization and delegation of product/project components.
* Product Management and oversight of continued service delivery.
* Data analysis and visualization/dashboards supporting company KPIs. Communication of project/product status and updates with senior leadership and stakeholders, including deliverables, risks, delays, and outages.
* Additional duties included providing Tier 2, 3, and 4 technical and application support to all levels of users utilizing systems I managed.

Lead Strategic Flight Operations Analyst, Trainer, acting Operations Manager, XOJET Aviation, LLC

Nov. 2018 – Sept. 2020

* Designed XOJET’s First Look system which automated the trip feasibility review, expediting operational review of quote requests.
* Calmly and effectively resolve in-flight crisis under pressure through creative problem-solving, taking into consideration a multitude of factors, including safety and human factors of flight, crew, and passengers.
* Write department manuals and training material for Operations and Flight Approvals
* Lead a team of subject matter experts on operational matters including weather, aircraft performance, airport feasibility, and FARs.
* Re-wrote current processes and developed workflows increase efficiency, promote safety, and maintain elasticity in an evolving operational environment.
* Established standards, created workflows, and set expectations for overall team performance.
* Implemented a training program for FOAs adaptable to individual strengths and skillsets beginning with a skills assessment demonstrating practical application of operational knowledge, communication skills, and discernment.
* Created the FOA Guides and designed training programs through the LMS.
* Coordinated with IT to develop tools with inter-departmental functions such as XO First Look, Airport Locator, and Ad Hoc.
* Development of processes and tools which increased visibility of and expedited operational communications company-wide.
* Complete redesign, documentation, and training of airport analysis & approval process to ensure safe operations into any airport approved for operations.
* Airport analysis of over 200 international locations for multiple aircraft types.

Flight Operations Analyst, XOJET, Inc

Dec. 2014 – Oct. 2018

* Provided flight following as well as operational guidance on all matters pertaining to FARs, weather, NOTAMs, TFRs.
* Monitored crew fatigues levels and escalated elevated risk scores.
* Proactively identified potential risks to flight operations or areas of concern which may impact clients.
* Provided actionable choices on operational issues.
* Conducted airport analysis for new airports.
* Maintained knowledge of and advised on all matters related to Aircraft and Crew Scheduling, Crew Travel, and International Flight Planning.

Trip Manager, XOJET, Inc.

Mar. 2012 – Nov. 2014

* Provided proactive and immediate customer communications with respect to aircraft delays, cancellations, weather updates and customer specific trip logistics.
* Effectively communicated and determined appropriate escalation on all operational issues.
* Maintained client and passenger profile databases ensuring a seamless experience for the client.
* Coordinated changes with Aviation Advisors, Scheduling, and Operations.
* Directly responsible for the effective coordination of all catering, on-board service items, specific customer requests and ground transportation arrangements.
* Maintained knowledge of and advised on all matters related to Flight Services, Owner Services and Revenue Management.

References available upon request.