



MASON WILSON

Station Manager

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PROFESSIONAL SUMMARY

Accomplished Station Manager with over 5 years in airport operations, adept at enhancing service quality and operational efficiency. Expertise in team leadership, safety compliance, and stakeholder engagement drives success in high-pressure environments. Passionate about delivering exceptional passenger experiences while optimizing operational workflows for sustained growth.

WORK EXPERIENCE

Sr. Station Manager

📅 Jan / 2021-Ongoing

Blue Sky Innovations

📍 Chicago, IL

1. Oversaw daily airport operations, ensuring compliance with safety and regulatory standards.
2. Developed and implemented training programs for staff, enhancing service delivery and operational efficiency.
3. Managed recruitment and onboarding processes to build a high-performing team.
4. Monitored and analyzed performance metrics, adjusting strategies to meet operational goals.
5. Facilitated effective communication among departments to streamline operations.
6. Resolved customer issues promptly, improving overall passenger satisfaction.
7. Coordinated with local authorities to ensure seamless airport operations during peak times.

Station Manager

📅 Jan / 2020-Jan / 2021

Cactus Creek Solutions

📍 Phoenix, AZ

1. Directed diverse teams to achieve operational targets and maintain high service standards.
2. Implemented a customer feedback system that improved service quality and responsiveness.
3. Conducted regular safety audits, leading to a significant reduction in workplace incidents.
4. Collaborated with marketing to enhance the airport's brand presence and customer engagement.

EDUCATION

Bachelor of Science in Business Administration

📅 Jan / 2019 - Jan / 2020

University of California

📍 Phoenix, AZ

Focused on management principles, operational strategies, and customer service excellence.

SKILLS

Operational Management



Conflict Resolution



Safety Compliance



Staff Training



Performance Evaluation



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

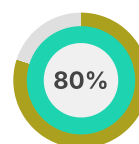
🔍 Criticality

☰ Detail-oriented

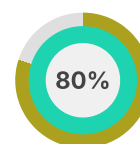
🤝 Diplomacy

😊 Enthusiasm

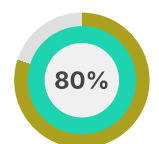
LANGUAGES



English



Mandarin



French

ACHIEVEMENTS

★ Increased operational efficiency by 20% through process improvements.

★ Achieved a 95% customer satisfaction rating by implementing service standards.