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# GEORGE MADALIN TINCEA

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## PROFESSIONAL SUMMARY

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An Aviation Management Professional with 20 years of responsible experience, with a wide range of airline expertise and successful track records. Strong management background, with proven ability to build, motivate and lead operations and sales teams. Expertise includes Operations, Training, Quality, Project Management, Sales and Marketing and General Management. Skilled Aviation Inspector with detailed understanding of Ground Operations. Excellent attention to detail in all Ground Operations inspections.

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## SKILLS

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\* Attention to Detail and Quality \* Business Awareness \* Business Thinking \* Collaboration \* Delivering \*  
\* Customer Service Orientation \* Developing Talent \* Drive \* Effective Communication \* Leadership \*  
\* Engaging Others \* Influence and Negotiation \* Interpersonal Ability \* Open to Opportunity \*  
\* Organising for Results \* Providing Direction \* Problem Solving and Decision Making \* Teamwork \*

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## EDUCATION

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- Ground Operations Management for the Leadership & Management Training Program  
IATA Ground Operations Management course with Harvard ManageMentor© (HMM) – IATA & Harvard University, Online Course Oct 2017 – Nov 2018
- Stanford University – IATA Aviation Management Professional Certification (AvMP) Program  
Stanford University – IATA, Online Course Sep 2016 – Aug 2017
- Master Degree in Marketing  
Romanian-American University – Bucharest, Romania Oct 2003 – Jun 2005
- Bachelor Degree in Management & Marketing  
Romanian-American University – Bucharest, Romania Oct 1999 – Jun 2003

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## CERTIFICATION

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- Aviation Auditor Training Oct 2019  
Aviation Quality Services - Frankfurt, Germany
- IOSA Security Training Dec 2018  
Aviation Quality Services - Frankfurt, Germany
- Six Sigma White Belt Sep 2017  
Aveta Business Institute, Online Course
- Fundamentals of IS-BAH (International Standard for Business Aircraft Handling) Sep 2015  
International Business Aviation Council – Lisbon, Portugal
- WorldTicket Ticketing and Reservation System Administrator Feb 2014  
WorldTicket – Bucharest, Romania
- Station Manager Course Sep 2011 – Oct 2011  
TAROM – Bucharest, Romania
- Safety Management Systems Course Sep 2009  
International Civil Aviation Organization – Bucharest, Romania
- Basic Airside Safety Course Aug 2009  
International Air Transport Association – Bucharest, Romania
- Aviation Internal Auditor Course Jul 2009  
International Air Transport Association – Geneva IATA Training & Development Institute, Switzerland
- Load Master Course for ATR72 May 2009  
ATR Training Centre – Toulouse, France
- Train The Trainer Course – CNFPA Certificate Mar 2009  
MMM Consulting – Bucharest, Romania
- TAROM – Quality Culture Nov 2007  
MMM Consulting – Bucharest, Romania

- Weight and Balance Engineer Course (Balance Chart Design, Loading Management, LTS Software) on Airbus A318/A319/A320/A320  
AIRBUS – Training & Flight Operations – Toulouse, France Jun 2006

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## WORK HISTORY

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### Quality Control Specialist

Sep 2018 – Present

AVIATION QUALITY SERVICES – Frankfurt, Germany

- Performance of administrative and operational quality control checks of audit reports.
- Support the Manager Quality Assurance and Quality Control in all duties required to effectively manage and improve the quality control processes.
- Performance of training sessions worldwide (e.g. IPV).
- Conduct internal audits to ensure compliance with standards applicable to the administration, documentation and operations of the IOSA programme.
- Preparation of quality management data and statistics.
- Circulation of updates and revisions of external and internal documentation to the AQS auditors cadre.
- Monitor, analyse and report company key performance indicators.

Achievements:

- Part of the team that prepared and conducted IART 2018 & IART 2019.
- 70+ IOSA Audit Reports reviewed (40+ IOSA Audits closed).
- 3 IPV conducted (2 onsite & 1 online) & Lead Auditor Training Course delivered online.

### Aircraft Loading Supervisor

Jan 2016 – Aug 2018

EMIRATES – Dubai, UAE

- Monitored the readiness of various ground services providers to ensure that all resources were available and that Equipment Restricted Area (ERA) was clear to receive inbound aircraft and deliver a safe on-time performance.
- Ensured that safety briefings were conducted regularly while intervening when there was risk exposure, role modeled safe behaviours and follows up on corrective actions.
- Led a team of staff on the day of operations, undertaking all loading and equipment operation activities to safely handle all arrival & departure flights efficiently.
- Complied with all relevant safety, quality and environmental management policies, procedures and controls to ensure a healthy and safe work environment.
- Implemented departmental policies, processes, procedures and provided instructions to the team on the day of operations.
- Implemented day-to-day operations assigned and ensured compliance with the established standards and procedures.

### Ground Operations Officer

Feb 2015 – Dec 2015

ION TIRIAC AIR – Bucharest, Romania

- Monitored the readiness of various ground services providers to ensure that all resources were available and that Equipment Restricted Area (ERA) was clear to receive inbound aircraft and delivered a safe on-time performance.
- Complied with all relevant safety, quality and environmental management policies, procedures and controls to ensure a healthy and safe work environment.
- Implemented departmental policies, processes, procedures and provided instructions to the team on the day of operations.
- Implemented day-to-day operations assigned and ensured compliance with the established standards and procedures.

Achievements:

- Issued Airside Safety Course Manual and trained all Ground Operations personnel.
- Developed and issued Ground Operations Manual for Ion Tiriac Air (Fixed Based Operator), according with ICAO, IS-BAH (International Standard for Business Aircraft Handling) and Romanian Civil Aviation Authority's procedures and standards.

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## **Chief Operating Officer**

TEN AIRWAYS – Bucharest, Romania

**Aug 2013 – Sep 2014**

- Ensured that safety, security, quality and risk management policies were adequately implemented and monitored and that the airline operated within a safe environment at all times.
- Planned, developed and implemented strategies for the management of all relevant areas of operations, including systems and people development, so as to meet agreed operations performance plans, within agreed budgets and timescales.
- Led the airline's flight and ground operations areas, training and maintenance.
- Managed and developed direct reporting staff including the Technical Director, Flight Operations Director, Ground Operations Director and Quality Director.
- Liaised with other functional/departmental managers (and importantly with the Commercial Department) so as to understand all necessary aspects and needs of operational development, and to ensure they were fully informed of operational objectives, purposes and achievements.

### Achievements:

- Developed a new airline for Romanian market - FlyRomania; created the flight schedule, implemented ticketing and reservation system, successfully negotiated operating and handling contracts for each destination; launched the new airline and coordinated sales after inception.
- Demonstrated strength in obtaining results through a clear focus on goals and accountability, communications, and knowledge of the business.

## **Frankfurt Area Manager**

TAROM – Frankfurt, Germany

**Sep 2012 – Aug 2013**

- Developed and implemented Sales and Marketing strategies to increase existing business and market share.
- Managed the territory budget preparation process to ensure the sales and revenue opportunities are maximised.
- Prepared reports for management on sales and market growth results and recommended the necessary changes to ensure the desired results were achieved in a rapidly changing and highly demanding business segments.
- Visited travel agencies to develop & maintain relationships to ensure the company is represented, promoted and that gaps & business opportunities are closed successfully.

### Achievements:

- Proven track record of the revenue and market share growth in the German market.
- Achieved sales targets set by Company and succeeded in negotiating and introducing the second flight per day OTP-FRA-OTP (from 9 weekly flight to 13 weekly flights) in order to increase sales and have a higher market share.
- Represented TAROM at SKYTEAM's General Managers Committee for Germany and acted as an active part of the Committee to develop and implement the decisions taken regarding Sky Team Marketing Policies for German market.
- Represented Tarom at BARIG (Board of Airline Representatives in Germany).

## **Ground Operations Quality Inspector – part time**

JETTRAN AIR – Bucharest, Romania

**Aug 2009 – Dec 2012**

- Established and coordinated internal quality control audits inside Ground Operations Department.
- Checked the audits, implemented and maintained quality standards in accordance with the company's policy and regulations.
- Coordinated the analysis of non conformities found in implementing and maintaining quality standards.
- Prepared reports and analysis on the effectiveness of quality control and how to complete the corrective measures resulted from audits.
- Established, coordinated, checked and evaluated staff training stages of Ground Operations Department personnel.
- Initiated and coordinated projects in order to optimize operational activity.

### Achievements:

- Issued Ground Operations Manual Editions 2<sup>nd</sup> (2010) and 3<sup>rd</sup> (2011), according to ICAO and RCAA regulations and specific air charter transport procedures.
- Issued Jetran De-Anti Icing Manual in 2010 and updated in 2011 and 2012.

- Developed and implemented procedures related to EU-ETS, kept the records, reported and successfully audited by Romanian National Agency for Environmental Protection.
- Prepared Ground Operations Department and successfully audited by RCAA for Aircraft Operating Licence renewal in 2010, 2011 and 2012.

## **Ground Operations Inspector**

**Jun 2009 – Sep 2012**

TAROM – Bucharest, Romania

- Planned regular audit checks for the department to ensure that all the policies and procedures are adhered to. Reported any non-conformance and discrepancies in the related area and ensured that the appropriate remedial actions are implemented in line with regulations.
- Recommended improvements of systems, processes, procedures, standards and facilities ensuring their implementation and controls.
- Ensured that Standard Operating Procedures (SOPs) and work instructions were aligned with regulatory requirements, training and department practice.
- Coordinated with training and development unit on an on-going basis to ensure that staff was provided with the required training programs in line with their development plans and the availability of sufficient suitably qualified and experienced resources.
- Ensured compliance to all relevant safety policies, procedures and controls across the department to guarantee employee safety, legislative compliance and a responsible environmental attitude.
- Initiated, coordinated and ran projects for the department in order to optimize operational activity and ensured that the expected deliverables were achieved within the planned time-frame.

### **Achievements:**

- Prepared Ground Operations Department and successfully audited by IOSA in 2009 and 2011.
- Updated (2009, 2010) and issued the Second Edition of TAROM Aircraft Handling Manual in 2011.
- Developed, designed and issued courses support for Aircraft Handling, Airside Safety and Aircraft Loading Courses; delivered Aircraft Handling, Airside Safety and Aircraft Loading Courses for Tarom's Ground Operations personnel in OTP, TSR, IAS, TGM, SBZ and for Airport Handling personnel in CND.
- Delivered Weight and Balance Course to TAROM's pilots for B737, A318, ATR 42 & 72, A310.
- Represented Ground Operations Department in Tarom's Safety Committee.
- Represented Ground Operations Department in TAROM's EU-ETS Committee, developed and implemented procedures related to EU-ETS for Ground Operations Department.
- Chair and Leading Project Manager for Tarom's SkyTransfer Project and representing Tarom at Shanghai SkyTransfer Workshop in 2012.

## **Ground Handling Deputy Manager**

**May 2007 – Jun 2009**

TAROM – Bucharest, Romania

- Continuously reviewed and managed all aspects of ramp operation and handling procedures to ensure that work methods and equipment / manpower levels were in line with budget guidelines and met the business requirement.
- Developed and implemented new /amended Standard Operating Procedures where appropriate for any new processes/changes which conform to IATA requirements and enhanced staff productivity, reinforcing safety.
- Ensured safety of staff and that they had the skills, knowledge, and confidence to work safely by providing support and direction.
- Followed up on operational issues and disruptions within the department and recommended the most appropriate action to be taken and followed up on implementation.

### **Achievements:**

- Identified and recommended improvements in processes, procedures, resources and systems impacting on cost and / or efficiency for the area of responsibility, together with planning and liaison with colleagues and third parties to implement agreed changes as appropriate.
- Monitored, measured and reported any operational issues, opportunities, development plans and achievements, within agreed formats and timescales.
- Improved staff monthly roster and allocation by creating working schedule according to Romanian Labour Code and company's needs.
- Increased safety and On Time Performance by close monitoring operations, staff allocation and personnel needs.



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## Ground Handling Duty Officer

Nov 2004 – May 2007

TAROM – Bucharest, Romania

- Provided subject matter expertise and guidance on shift, improving the quality and consistency of delivered services and dealt with any operational issues / challenges such as resolving personnel capability and procedural shortfalls to ensure a safe, efficient and service oriented work environment in compliance with regulatory, legal and safety requirements and standard operating procedures.
- Delivered safety briefings as directed by Department Management while intervening when there was risk exposure, following up on corrective actions.
- Coached staff on the required skills, knowledge, and behaviours to work safely.
- Carried out observations as planned and ensured feedback/coaching is given to the concerned staff on the correct process/procedures and also to Department Management.

### Achievements:

- Identified any non-conformance and discrepancies in processes and ensured that the appropriate corrective action were implemented in line with regulations and SOPs.
- Provided support, direction and acted as a role model for the desired safety behaviours and leading with safety.
- A310 Loadmaster.

## Airside Area Supervisor

Feb 2002 – Nov 2004

TAROM – Bucharest, Romania

- Provided technical expertise and direction to Aircraft Loading Supervisors on all matters related to work place safety to reduce risks, execute safe operations and coach on safety performance improvement.
- Role model for the desired safe behaviours, wore the appropriate PPE, led with safety and challenged others when risks were seen.
- Intervened in unsafe acts and unsafe conditions and ensured that appropriate action was taken and that the operation was safe with the right behaviors.

### Achievements:

- Implemented safety improvement programs and monitored the performance and effectiveness.
- Participated in Safety self-assessments and audits.
- Participated in investigations and corrective actions.

## Load Control Officer

Sep 2000 – Feb 2002

TAROM – Bucharest, Romania

- Performed all aircraft Weight and Balance documentation activities for Tarom (passenger flights only) on a shift basis for flights departing from OTP.
- Maximised aircraft space utilisation and fuel uptake, in order to maximise revenue capacity and performance capability of the aircraft.
- Check acceptance of standby passengers / standby cargo at or after flight closure depending upon payload availability. Incorporated Last Minute Changes (LMC) on to the Loadsheet ensuring that space, weight, structural and procedural limitations were adhered to.

### Achievements:

- Ensured accurate planning and release of all Amadeus system generated weight and balance documentation. (Loading Instruction Report, Loadsheet and Trim Sheet, ensuring the required safety and legal standards required by regulatory bodies were complied with.)
- Ensured accurate preparation and release of manually generated weight and balance documentation when required. (Loading Instruction Report, Loadsheet and Trim Sheet in the event of system failure and in order to maintain Licence approval.)

## Aircraft Loading Supervisor

Jun 1999 – Sep 2000

TAROM – Bucharest, Romania

- Responsible for the coordination of all functions of aircraft turnaround. As well as driving and motivating those involved to achieve safe and punctual departures of Tarom flights whilst maximizing the payload, in compliance with all regulatory requirements.

- Acted as the primary point of contact at the aircraft for all stakeholders, Government departments and external agencies.
- Ensured that safety briefings were conducted regularly while intervening when there was risk exposure, role model safe behaviours and followed up on corrective actions.

**Achievements:**

- Managed the departure flight process by leading the team with a 'can do' attitude, while consistently seeking to optimise the On Time Performance and/or maximise the payload.
- Complied with all relevant safety, quality and environmental management policies, procedures and controls to ensure a healthy and safe work environment.

**Warehouse Holder**

TAROM – Bucharest, Romania

**Dec 1998 – Jun 1999**

## JOB RELATED COURSES

<ul style="list-style-type: none"> <li>• Dangerous Goods Handling</li> <li>• Human Factors Recurrent Training (Online)</li> <li>• Human Factors Training for Airport Operations (Online)</li> <li>• dnata Safety Management System(Online)</li> <li>• Dangerous Goods Handling (Online)</li> <li>• Aircraft Wheel Chocking</li> <li>• Ground Support Equipment Marshalling</li> <li>• Airline Specific - Emirates - Ramp Operations Training (Back Licensing)</li> <li>• Dubai Airports Specific - Visual Docking Guidance System</li> <li>• Aircraft Turnaround (Aircraft Loading Supervisor)</li> <li>• English Skills Test - Level 5</li> <li>• Aviation Security (Online)</li> <li>• Principles of W &amp; B (Non-Based Customer Airlines Specifics)</li> <li>• ROTL PDA Operation (Arrival Activities)</li> <li>• Lower Deck Loader (A380 Cargo Hold Operation)</li> <li>• Ramp Operations Team Leader (ROTL)</li> <li>• Principles of Weight and Balance</li> <li>• Airside Driving (Online)</li> <li>• Airside Safety (Online)</li> <li>• Ramp Safety</li> <li>• Safety Cones Placement (Aircraft)</li> <li>• Fundamentals of Human Factors in Ground Handling</li> <li>• Aviation Security Awareness</li> <li>• Ramp Safety Induction</li> </ul> <p><b>EMIRATES, Dubai - UAE</b></p>	<p>Feb 2016, Jan 2018</p> <p>Jan 2018</p> <p>Jan 2018</p> <p>Dec 2017</p> <p>Feb 2016, Dec 2017</p> <p>Feb 2016, Dec 2017</p> <p>Feb 2016, Dec 2017</p> <p>Nov 2017</p> <p>Oct 2017</p> <p>Aug 2016, Jul 2017</p> <p>Mar 2017</p> <p>Feb 2016, Sep 2016</p> <p>Jul 2016</p> <p>Apr 2016</p> <p>Apr 2016</p> <p>Mar 2016</p> <p>Mar 2016</p> <p>Feb 2016</p> <p>Feb 2016</p> <p>Feb 2016</p> <p>Feb 2016</p> <p>Feb 2016</p> <p>Jan 2016</p> <p>Jan 2016</p> <p>Jan 2016</p>
<ul style="list-style-type: none"> <li>• Departure Control System GAETAN</li> <li>• Dangerous Goods Handling</li> <li>• Aviation Security</li> <li>• Crisis Management</li> <li>• Departure Control System AMADEUS</li> <li>• DE-/ANTI-ICING</li> <li>• Airside Safety</li> <li>• Ramp Handling</li> <li>• Aircraft Loading</li> <li>• Load Control</li> </ul> <p><b>TAROM, Bucharest - Romania</b></p>	<p>Oct 2009, Sep 2011</p> <p>Jan2003, May 2005, May 2006, Dec 2007, Nov 2009, Mar 2011</p> <p>Nov2005, Dec 2007, Sep 2009, Sep 2010, Mar 2011</p> <p>Feb 2011</p> <p>Mar 2000, May 2002, May 2003, May 2005, June 2006</p> <p>Nov 2004, Oct 2005</p> <p>Mar 2005</p> <p>Mar 2005</p> <p>Mar 2005</p> <p>Mar 2000, Jun 2002, Mar 2003</p>

# GEORGE MADALIN TINCEA

## OTHER SKILLS

Computer skills • Good command of Microsoft Office™ tools (Word™, Excel™ and PowerPoint™)  
Mother tongue Romanian

Other language(s)

	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
English	Proficient user	Proficient user	Proficient user	Proficient user	Proficient user
French	Basic user	Basic user	Basic user	Basic user	Basic user
German	Basic user	Basic user	Basic user	Basic user	Basic user

Driving licence • B Category