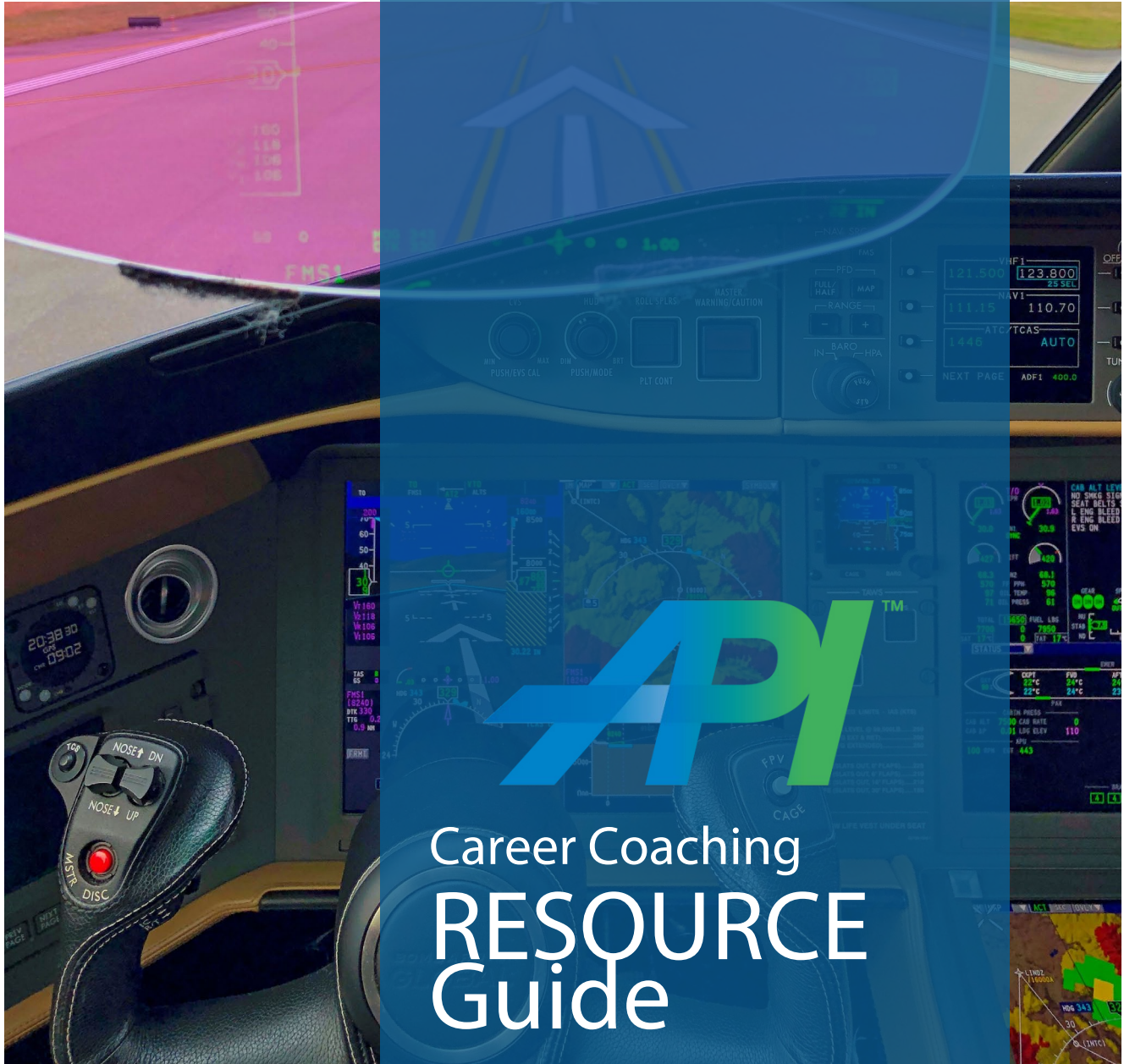




Career Coaching RESOURCE Guide

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CHAPTER 1

AVIATION PERSONNEL INTERNATIONAL

Building Strategic Teams in Business Aviation for Nearly Fifty Years!

[Aviation Personnel International](#), founded in 1971, is the acknowledged leader in professional placement and organizational development consulting in the business aviation industry.

As consultants to the business aviation industry, API's principal activity is recruiting, screening, and evaluating individuals for new or expanding flight departments. API has experience filling needs at all levels of the aviation department, from directors to the flight deck, as well as flight department support roles. The in-depth screening and evaluation API conducts as part of The Registered Professional™ process allows API to present candidates that not only have the requisite skill set but also represent a cultural match, ensuring a seamless fit when joining a new team.

As part of the Career Coaching process, you are invited and encouraged to become an API Registered Professional™, allowing you to be considered for any position that API has been contracted to fill on an exclusive basis.

As a result of our proven process and our far-reaching industry relationships, API has been instrumental in the development and support of some of the world's most excellent corporate flight departments.

THE CAREER COACHING PROCESS

Career Coaching is a process designed to help you prepare to take your career to the next level. API is here to help you with this process through various support mechanisms. Our entire staff is available to you to assist with career counseling, networking, resume and cover letter preparation, interview preparation, and constructive feedback.

[The API Team](#) is thoroughly trained and ready to help guide you in all phases of your career. Feel free to reach out with any questions or concerns regarding your career direction and job search. We will check in with you regularly via telephone during the coaching period.

THE API TEAM



CEO, Sheryl Barden, is an aviation industry recruitment and talent identification veteran. API has grown exponentially under her leadership, while always remaining true to the company's founding principles of grace, integrity, confidentiality and industry-leading client service. Sheryl is a thought-leader for the conversation around compensation as well as talent supply and demand in the business aviation industry.

Sheryl may be reached at sabarden@apiaviation.com



President, Jennifer Pickerel, contributes her 15+ years of business aviation industry expertise to API. Her proven track record of understanding clients' needs—combined with her unique ability to inspire confidence and build relationships—makes her a leader in delivering the best client hiring experience.

Jennifer may be reached at jpickerel@apiaviation.com



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Candidate Services Manager

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Client Services Manager

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CHAPTER 2

CHARTING A CAREER COURSE

It is important that you clearly define your personal and professional priorities and motivators. Just as any flight needs a checklist and flight plan, your career development requires strategy and direction.

Here are a series of questions that will help you start preparing for the career that fits your skills, talents, and personal needs. It may be helpful to create a list of motivators and rank them from highest priority to lowest:

What are the goals of my family? Consider your children's education, spouse's career, aging parents, or other family relationships.

What would need to happen, both personally and professionally, for me to be satisfied with my progress over the next five years?

What type of schedule works best for my family and me?

How much do I need to fly or maintain an aircraft to be personally satisfied?

When I think about my previous jobs, what would I like to recreate moving forward?

What are the things about my previous jobs that I want to avoid moving forward?

Where do I want to live, and why?

What type of people do I want to work with?

What kind of work environment do I want to work in?

What is important to me about the values of a company?

In addition to flying or maintaining aircraft, what are the things that I am good at and excite me? What are the things I struggle with or dread doing?

What are my goals for retirement? Financial, retirement age, location, etc.? How much money do I need to make in order to maintain a satisfactory lifestyle and also to meet my retirement goals?



DETERMINING YOUR PERSONAL CAREER GOALS

Utilizing the information you have gleaned from the questions above, now it's time to set some goals for your career.

It is critical that you write your goals down and have them handy to refer to during this process. Goal setting is an ever-evolving journey. Don't be afraid to modify your goals, but use care in doing so. Think it through and discuss it with family, friends, and your coach.

Suggestion for goal setting: Use the S.M.A.R.T. acronym = Specific, Measurable, Achievable, Relevant and Timely to identify your goals. (Peter Drucker's Management by Objectives)

Now using your goals, you can start to design and define the perfect course for your career. Write it down and see what it looks like. We advise you to set realistic time expectations to achieve your goals.

SOCIAL NETWORKING

No matter your feelings about [social media and networking](#), these methods of communication are now a fact of life. When used for good, LinkedIn and [Facebook](#) can both be excellent resources for your career. But be careful! Depending on how you choose to use these tools, they can also work to your disadvantage.

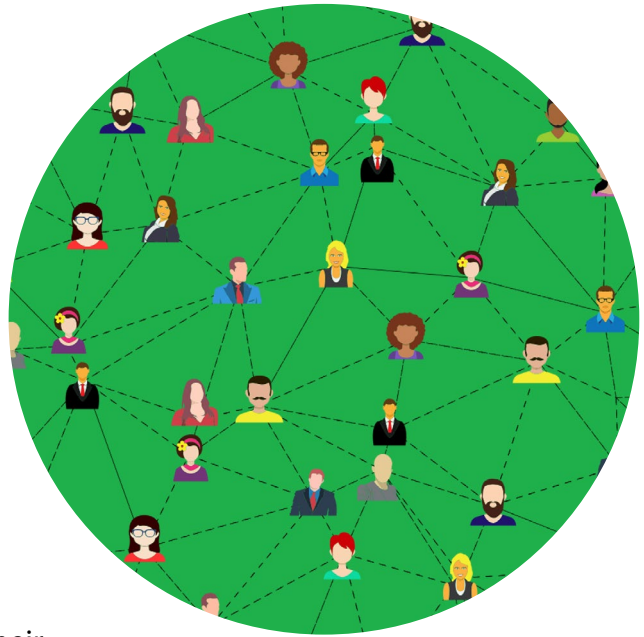
LINKEDIN

[API believes that all professionals should have a LinkedIn profile](#). As recruiters, we have experience searching LinkedIn looking for candidates with specific skill sets based on criteria set forth by our clients. Even a simple profile that mirrors the progression of your resume (including company name, location, dates of employment, and a brief description of each position) will suffice as long as you have the following key ingredients:

- Use a professional profile picture. Remember that LinkedIn is your professional network, and it is imperative that you are presenting yourself in a way that reflects the type of job you are seeking. We do recommend a headshot taken by a professional photographer.

Refer to API's Professional Headshots Guide on page 22.

- Use keywords or phrases in your profile in the “About” and “Experience” sections. Even if you are not able to share the name of the company you worked for, you can say things like, “International Captain,” “Director of Aviation,” “Corporate Aircraft Dispatcher” for a “Fortune 500” company or “High Net Worth” family. We also suggest you spell out the type of aircraft you fly or maintain (i.e., Dassault Falcon 900, Bombardier Global 6000, etc.). Be sure to keep your location up to date as well. Recruiters have the ability to search by keywords and phrases, including aircraft type and location, so make sure you appear on their searches.
- If you are in an active job-search mode, the job seeking preferences in LinkedIn are key. You must show that you are open to opportunities. You may want to allow your primary email address to be accessed in your profile so that you can easily be contacted. This is a personal preference and not at all required. Recruiters will likely connect with you through their LinkedIn Recruiter software.
- Building a LinkedIn presence from scratch takes time. You will need to send invitations to people you know to start creating your professional network. Sharing industry-related posts by trusted sources like API, NBAA, OEMs, and others is an easy and comfortable way to generate activity and connections without creating original content or risking controversy. Do not accept invitations from people you don’t know or people who do not share multiple connections with you. Your connections can be a direct reflection on you, so it is appropriate to be choosy.
- Utilize LinkedIn resources beyond your profile. LinkedIn offers videos and articles to help you maximize your networking potential. They also offer paid memberships that allow you more in-depth access to information like notifying you who has recently viewed your profile. These “extra” tools can be useful but are paid subscriptions. Unless you have some financial comfort, we do not feel these subscriptions are essential to reach your LinkedIn profile potential.



FACEBOOK

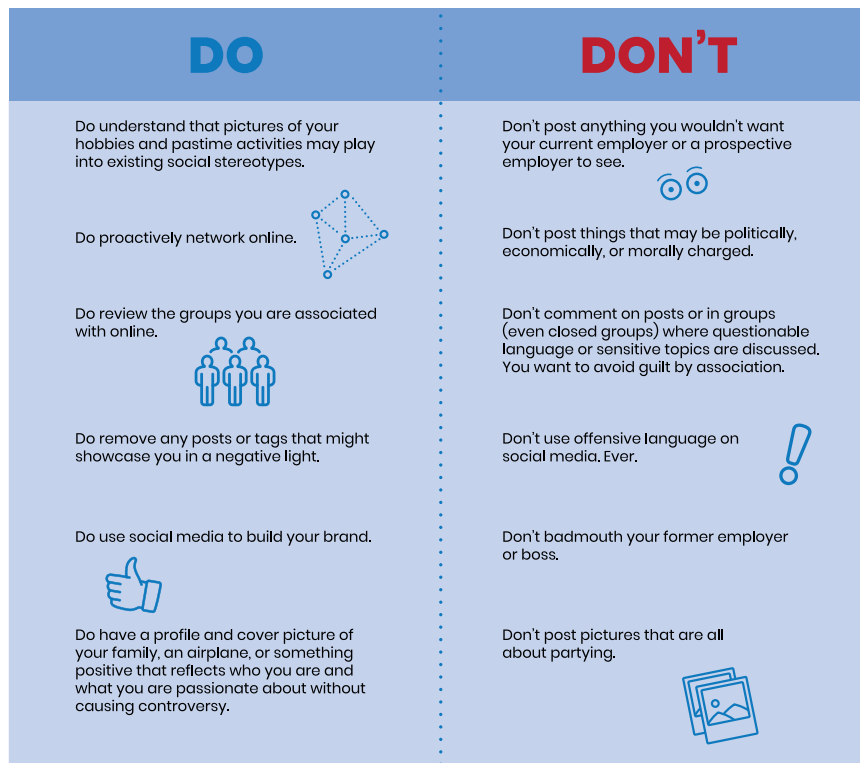
Facebook is the other major social media tool for learning about potential opportunities. While LinkedIn is your professional place to shine, Facebook is all about fun and family. If you are in the market for a new job or career advancement and have a Facebook page, we strongly suggest you take some time to review and edit your profile.

Facebook has many resources for aviation professionals. Many of these are closed groups that are valuable and cover topics like aviation jobs, mentorships, aircraft specific discussions,

and more. While these groups can lead to contract work or even full-time positions for members, there are also some pitfalls you should keep in mind with your social media presence when in a job-seeking mode.

Be sure to check your account privacy settings for both LinkedIn and Facebook when job searching.

- Only allow friends (or friends of friends) to see your posts and photos.
- Only allow friends to see your religious, political, or other potentially controversial views. Or, to be safe, edit these out altogether.
- Do click on the preview button to view your profile as others see it.



If you are a member of these or other social media sites, please assume that hiring managers and recruiters, including API, will conduct an internet search for your name before seriously considering you for a position. Make sure your social media profiles all present a professional image. Don't include anything that you wouldn't want a potential employer to see. We also suggest you Google yourself. You might be surprised by what you find!

RESUME PREPARATION

Did you know that the average hiring manager spends only six seconds reviewing a resume before making a decision to move on or read further? Your [resume](#) and cover letter will be, in most cases, the first impression that you make to a prospective employer.

[These documents](#) must be professional, concise, and accurate.

Here are API's [top tips and tricks](#) for perfecting your resume:

1. Honesty is always the best policy!
2. Don't cram information onto your resume. Make sure it is in an easy to read format so that it won't overwhelm the eye of the reader. It is a best practice to keep a resume length to one page. However, if the information is pertinent, it is permissible to use a second page. In this case, we suggest keeping the most information on the first page and using the second page for training, certifications, and other extra supporting data.
3. Be wary of fancy fonts. We suggest a professional, contemporary font such as Ariel, Calibri, Georgia, or Times New Roman.
4. Include keywords on your resume. Job postings are a great place to find keywords to incorporate into your resume. If the job calls for a "pilot" with experience in "training" and "safety" and you possess those skills, make sure those words are prominently displayed on your resume.
5. Use numbers to show your value. For pilots, the most obvious place to use numbers to showcase your experience is in your flight times. But there are other ways you can use numbers to your advantage. If you saved your flight department money by implementing a new process or policy, show that number.
6. Try to highlight yourself on the top of page one of your resume since this is the first place a reader will focus – it's where they make their six-second decision.
7. Have a trusted friend proofread your resume before sending it out! Resume mistakes are a huge turnoff.

WHAT TO INCLUDE IN YOUR RESUME

To [represent yourself well](#), and to be of benefit to a prospective employer, your resume must include the following information:

Your Name – Your name should be predominantly displayed at the top of your resume. It is best to include your full name: William S. Jones. If you use a common nickname, you can display it as either Bill Jones or William 'Bill' Jones, or you can share it when you speak with the recruiter or hiring manager. If you hold the NBAA Certified Aviation Manager distinction or other industry certification, you may mention it after your name: William S. Jones, CAM.

Your Contact Information – Your contact information should include your current city and state – a street address is not necessary -- one phone number only and a personal email address. In addition, it is helpful to include social media profile links, especially for LinkedIn. Make sure that your contact information is in an easy to read font. Some of the resume templates available for download display the contact information in a very tiny, hard to read font. If you choose to use one of these templates, be sure to change the size and/or style of the font for easy legibility.



When including your email address on a professional document, you need to make sure that it demonstrates professionalism. While some email addresses may be fun and reflect your personality and passions, they have no place in the professional business world, even if they are aviation-oriented. It is best to secure an email address for your professional correspondence that quickly identifies you. We suggest the first and middle initial and last name: `wsjones@gmail.com`. Also, be sure to choose a domain for your professional email address that is widely accepted; `@gmail.com` tends to be considered most contemporary and appropriate. If you use `@aol.com`, a recruiter or HR professional might infer that you are not keeping up with the latest technology.

A Career Summary – A statement that orients the reader as to who you are in two or three sentences that shows the value you bring, starting with a title that encapsulates your credentials. An example would be:

International Captain/Aviation Safety Champion

10+ years of worldwide business aviation experience, including extensive Pacific operations. Safety Champion with experience leading IS-BAO and SMS certifications.

Senior Aviation Maintenance Technician; Falcon and Gulfstream

15+ years as Crew Chief with experience in leading new aircraft deliveries, maintenance planning/completion, budgeting, recordkeeping, and warranty submissions. An Innovative leader who developed a regional aircraft maintenance working group of Falcon operators.

A Professional Qualifications Inventory – This is an area where keywords in the job description need to be highlighted. This should include your licenses (ATP, A&P, etc.), years of experience maintaining specific aircraft, type ratings, total time, and medical verification. Taylor your qualifications in each resume to address the requirements. You can also use the term “accident and incident-free hours” here if you so desire. We suggest that this information be placed near the very top of your resume in an eye-catching spot.

If you have significant experience on a specific airframe, you might want to include a breakout of your hours in that aircraft. Be sure to list all your type ratings, but this is not the place to present a finely detailed breakdown of hours in type. If you have significant international experience, you should indicate it here with a simple statement to that fact, or you might choose to include your Atlantic and Pacific crossing totals. Remember, you want to highlight the most impressive aspects of your experience that relate to the job to which you are applying as clearly and visibly as possible.

Skills should also be listed here, but not elaborated upon. You can do that in the interview. Examples might include: Advanced Computer Skills, FOQA data analytics, fluent in Spanish and Japanese, but only cite them if they are relevant to the job that you are applying.

Your Professional/Work Experience – Your current and previous jobs should be presented in order beginning with the most recent at the top and oldest at the bottom. If you are

currently in the Military Reserves, put your most recent professional position first, followed by your Military position with an indication that it is a current position.

If you have had multiple jobs over the last ten to fifteen years, a general rule of thumb is to list the five most recent jobs followed by the term “various career positions.” If selecting the five most recent positions precludes the inclusion of a long-term position, be sure to include that to show longevity, especially if you have had a series of job turnovers in the recent past. Any longevity you can show will help you avoid coming across as a “job-hopper.”



This is a great place to highlight your skills through your job description. Include accomplishments, savings that you were able to identify for the company that impacted the bottom line, awards, and anything else that demonstrates your value to the organization. This is an opportunity to brag a bit, but do not embellish the truth. It will come back to haunt you!

Your Education – Here, you need to show your educational background, but do not include the years attended or graduated. Start with formal education, working from the most recent backward. Do not include your high school unless it is of significance to your career (i.e., you attended a specific aviation-related high school). If you don’t have any formalized education beyond high school, we suggest that you eliminate the education section from your resume.

Professional Development – Again, working from the most recent to backward, list any professional development work such as company-sponsored training, manufacturer-sponsored courses, international courses, upset recovery training, Darden or USC management courses, NBAA/PDP/CAM, or personal development courses you might have taken. If you include aircraft manufacturer-based development, list only those courses that are the most salient to the position and then sum it up with “various other Gulfstream and Falcon technical development programs.” If you have included some personal development in this list, change the heading to Professional and Personal Development, always listing professional developments ahead of personal developments. Be sure to indicate the date of each by year only. We do recommend that maintenance professionals list in chronological order all significant training including initial manufacturer courses, engine run, and taxi, recurrent training, etc. This information should be at the end of your resume or be provided as a supplemental page to your resume.



If you are an Eagle Scout, do not leave that fact off your resume. It is one achievement that speaks clearly about you and how you approach the challenges that you face. This is an appropriate place to include it.

References – We recommend that you have a list of references to share with a potential employer, but it is out of date to list “references upon request.” It is assumed that every professional can supply references.

Given that you will at some time need to share this information, we recommend that you prepare a list of references along with a detailed flight or training sheet and a copy of

your license and medical certificate. If you have a hard copy of your references or other supporting documents, make sure they are printed on the same paper as your resume.

Your list of references should be ordered from your best and most solid reference down to your weakest. You must be confident that all references will be honest, objective, positive, and strong. You need to include each of your references name, title, company, best contact phone number, and email address. It might be helpful to send them a copy of your resume so that they can confidently speak about your background.

Treat your references with great respect and appreciation. If you are aware that they might be contacted, get in touch with them to let them know whom they might be hearing from. You may want to familiarize them with the position you are under consideration for, and some of the strengths that you believe make you a prime candidate. Once you know that a reference has been given, be sure to drop that individual a personal thank you note or nicely crafted email. They took time out of their day to help you; you need to take a few minutes to show your appreciation for their time and thoughtful consideration. Also, it is a professional courtesy that you let them know if you were offered and accepted the position.

Flight Time Detail – It is essential to have a clean, detailed, yet easy to read flight time breakdown. We suggest including total flight time, total jet time, total jet PIC time, total jet SIC time, and any other significant accumulation of time. It is also helpful to indicate your training and currency dates. If you are highly experienced or already type-rated or current on the airframe for which you are applying, include a breakdown of that experience.

Optional Items for Inclusion in Your Resume – There are all kinds of things that people choose to include in their resume from photographs to hobbies to their Myers-Briggs personality indicator. If you are applying for a leadership position for the first time, it is OK to include recent or current leadership or volunteer roles you've had in your community, church, school, etc. We recommend keeping things very simple, straightforward and professional. Ask yourself the question, "Is this information significant to a potential employer?"

We recommend staying away from too many space-filling details. However, there are two optional items that you might want to consider adding to the top of your resume:

An Objective – A concisely written objective tells the reader what position it is that you are searching for. This is especially significant if you are attempting to make a career change or garner a position of career growth. Do not put the name of the company you are applying to in your objective.

A Passion Statement – Depending on where you are applying, a personal passion statement can be included. A passion statement often resonates in tech, entertainment, or innovation company. This should never be something that is forced; it should only be included if it resonates with you and if it aligns with the company and its goals and values.

RESUME PRESENTATION

When submitting your resume online, there are some things you should know. Gone are the days of submitting a resume and having it instantly land in the lap of the hiring manager.

Instead, you should expect a computer, or [Applicant Tracking System](#) (ATS), to complete the initial screening of your resume.

In order to get through the ATS, you should ensure the following are true about your resume:

- Only apply for jobs for which you are qualified. This sounds simple, but we see this all the time. If the job requires a minimum of 5,000 hours total time and you only have 4,750, do not apply. It is just a waste of your time and will be rejected by the algorithm.
- [Use keywords in your resume](#). Remember to reference the job description to identify words that the ATS might be searching for (i.e., pilot, technician, dispatcher, training, safety, director, etc.). The algorithm will screen for these specific terms.
- Focus on your accomplishments and achievements when describing your experience under each job and use words that show action (i.e., organized, created, flexible, innovative, directed).
- Make sure you follow the job posting guidelines as to which type of file is accepted when submitting your resume. Again, these are things that will instantly disqualify you. The most common file types are .docx or .pdf. When uploading your resume, you want to upload a Word document (.doc or .docx), unless specifically directed otherwise. However, if you are emailing your resume directly to the hiring manager, our preference is a .pdf file. PDFs eliminate the formatting problems that sometimes occur when you are operating a different version of Microsoft Word than the recipient.
- The ATS reads just like a human, top to bottom, and left to right. Make sure that your resume flows intuitively with your most important information at the top.

Are there ways to get your information around the ATS directly to a Director of Aviation? Yes! We suggest you find the name of the hiring manager and/or the director online and compose an email letting them know you have followed directions and submitted your resume online and want to make sure they are aware of your interest. If you lack a particular qualification for the job (perhaps you have 4,750 hours, not 5,000 hours), this is a good way to let them know that although you may not be the ideal fit on paper, you are very interested in their job opening. If you are not a perfect match for the qualifications but can get to the hiring manager, then by all means, submit your application online, so it is in the queue.

When presenting your resume in-person, it should be printed on paper that is white or buff and heavier stock. Your cover letter and resume, as well as your list of references, should all be on the same paper stock. Any office supply store will have a good selection of these. And forget the clear plastic folder or binder; they only get in the way. Just secure them with a paperclip or very small binder clip.

If you intend to email your resume and cover letter, please convert it into a PDF before sending it. A resume that has lost its formatting causes frustration for the recipient and makes a terrible first impression. You can easily convert your documents to PDFs using Adobe Acrobat online.

If possible, it is best to combine your letter of introduction and resume into one document. Sending them in one document ensures that both are presented and shows the recipient that you are considerate of their time and have taken strides to make it easy for them. Be sure to send this document as an attachment, and if possible, an introductory statement in the body of the email as well.

A few pitfalls to avoid:

1. Never send your resume without a personal cover letter.
2. Never staple your cover letter and resume. Use a paper clip if necessary.
3. Never use standard copy paper.
4. If the paper you choose contains a watermark, be sure you have printed correctly. The watermark should be right side up on your printed side.
5. Whenever possible, find the name of the hiring manager or the person responsible for conducting the search, and address your communication and cover letter to him or her. "Dear Hiring Manager" is an acceptable way to address your letter if you cannot find the recruiter's name.
6. Spelling and grammatical errors can eliminate you immediately!



Not all job postings should be taken at face value. When a job is posted online, it can be shared or "picked up" by sites other than the one on which it was originally posted. This means that when the position is filled and the posting is removed from the original site, it may remain open on the other sites, causing it to become outdated. It is also important to understand that some jobs are posted for compliance reasons only, but the hiring decision has already been made. It is impossible to know if a posting is indeed a true open talent search.

THE COVER LETTER

[The cover letter](#) is an essential element of your professional introduction and should always precede your resume. The only exceptions to this rule are when you hand a resume to someone who has requested it on the spot or if a job posting does not allow you to upload it, or you are specifically instructed not to include one.

While your resume states facts, the cover letter connects the experience listed on your resume to your potential future at a new job. In addition, it allows you the opportunity to state your current reason for being in the job market and [offers the chance to convey your personality](#). It is the opportunity to show a potential employer what you understand about their company, the open position, and how your qualifications match their needs.

As with your resume, keep it professional, sincere, and concise. Unless you are at senior management level, it should be contained on one page, written in a professional,

contemporary, easy to read font, and on the same paper as the accompanying resume. In your cover letter, including terms and descriptors that were listed in the job announcement will help the reader to align you with the available position. Cover letters should be memorable and specific to the job. Don't forget to let them know how excited you are by the possibility of joining their team!

A Practical Formula for Your Cover Letter

After reflecting on the job announcement, decide on three main things you want the prospective employer to know about you and why you are the candidate for this job.

Then, follow this easy formula for drafting your letter:

First paragraph: Introduce yourself, grab their attention, and explain why you are writing. Tell them what job you are applying for, where you learned about it, and who referred you to the job if someone did.

Second paragraph: Think about a talent that you uniquely possess and talk about your most distinguishing, but relevant, characteristic that aligns with the job and/or connects with their corporate culture or mission. It shows that you have researched the company. You may also choose to highlight a unique talent by using a brief story or anecdote to make yourself more relatable and memorable.

Third paragraph: In conclusion, thank the reader for their time and tell them what the next step is or give a call to action. Let them know how to reach you, or better yet, that you will call them next week to follow up. Then, be sure to do it!

A few pitfalls to avoid in addition to those associated with your resume:

- Don't make spelling or grammatical errors. Don't rely solely on spell-check. Have someone else proofread it before you send it.
- Don't send a copy of a generic letter that you're sending out to any and every employer. Take the time to personalize each cover letter. A form letter shows little commitment and can be spotted a mile away. Take the time to make sure there is no reference to another potential employer in what you send. It is very easy to overlook this and make a mistake from which you cannot recover.
- Avoid clichés and overused terminology that might make you look insincere or like you are trying too hard (i.e., "outside the box thinker", "team player", "fast learner").

THE PROFESSIONAL INTERVIEW

There are a variety of [interview](#) styles used in today's business environment. The best way to [prepare for an interview](#) is first to develop a solid understanding of your strengths, limitations, professional values, and ethics. You should be able to articulate them and demonstrate their value to the interviewer and their organization. Have clear and concise examples of how these were of importance to your past employers, and how you met and dealt with a variety of challenges presented to you throughout your career.

Try to learn as much as you can about the company as a whole and its flight operation. Corporate values are very important today, so be sure to research them so that you are able to talk about them, and perhaps share why you are aligned.

Prepare questions about the corporation as well as the flight operation to demonstrate your level of interest and preparation. Remember, you are also interviewing them. We suggest that you practice communicating these questions and answers out loud with another person. This will ensure that your communication is thorough, concise, well-articulated, and sincere, bringing you confidence in the interview.



Check out API's Top 10 Tips for a Successful Interview on page 23.

VARIOUS STYLES OF INTERVIEWS

Telephone Screen – The phone screen is often used as the preliminary interface with a candidate, and they are generally designed to determine if you're a fit for their culture and values. These screens are usually conducted by a junior level corporate recruiter who knows the company but little about aviation. They are generally conducted from a prescribed list of questions and will try to weed out any areas of disconnect. They might include aviation questions like approach to safety, scheduling philosophies, attitude, and drive, but the screener is often a data collector for someone else. In addition, you may be asked about your salary expectations. We will address this in more depth in the section about "The Salary Question."



In many states, it is illegal to ask a potential employee what their current salary is. Assume that this question is "off the table."

DO NOT take a call unless you are prepared to talk. We have heard of many occasions where someone will answer their cell phone at Home Depot, or their child's soccer game. This is not professional. If you do not recognize the number, let your voicemail get the call. If you answer the phone and it is not a good time to talk, request that you give them a call back when it would be more convenient for you. "May I give you a call back when I can give you my undivided attention?" Make sure your outgoing voice message is professional. It should be in your voice, not a generic message that comes with the cell phone.

Video Interviews – This is a prevalent form of interview and a style that API regularly employs with our API Registered Professionals™. Since aviation professionals are in the business of travel, it can be very challenging to coordinate schedules to allow for in-person interviews. [Video interviews](#) can be beneficial as long as you prepare in advance. FaceTime, Skype, and What's App have widely accepted video communications platforms that most

people have access to. There are also more professional platforms for video interviews such as Zoom, Microsoft Teams, Google Meets, WebEx, and Dialpad, to name a few. To access these sites, you will typically be sent an invitation link in advance of your interview. We strongly suggest you test out the link as well as your video and audio settings on your computer, tablet, or phone well in advance of your scheduled interview. You will need a secure Wi-Fi connection to keep the interview flowing. If you find that your audio sounds weak, all these platforms have a phone-in option where you can still appear on video, but your audio will be over the phone, which provides a purer sound.

One-way Interviews – These are a newer form of interview, usually employed early on in the screening process. Using your phone or computer camera, you will record your answers to the employers questions and submit your responses. While it can be helpful for the employer to see and hear you answer questions in your own voice, from a candidate perspective, this process can be a bit uncomfortable. API uses a one-way video platform. If this is something you would like to practice, let us know!

One-on-One Interviews – This is the most effective interview method. The candidate meets with the interviewer in a one-on-one format, and generally answers a list of prepared questions. This interview allows you the most freedom to build a relationship with the interviewer, and to interject some things about yourself that they might not have asked.

Team or Panel Interviews – [This style of an interview](#) can include a panel of up to five or six interviewers and you. It is typically conducted around a conference table, with the candidate seated at one end of the table. Generally, the interview team is comprised of cross-functional members, including the hiring manager, an HR representative, and a member of the flight department, a member of the maintenance and/or scheduling department. It can also include the hiring managers' boss as well as an unrelated company employee that has been trained in interviewing skills and serve as a "general member" of the interview team.

In this approach, each team member is typically assigned an area of interest or expertise to probe and work off a set of questions prepared in advance. One may assess your communication style, one your technical knowledge, one of your teamwork approach, etc. They may take turns asking questions, or one team member may ask all of their assigned questions, and then move on to the next team member.

A potential pitfall of a panel interview is that you might feel a strong connection with someone on the panel and fail to give equal attention to the entire group. It is imperative to make eye contact with each person on the panel and answer a question directly to the person who asked it. Remember that these types of interviews are typically comprised of team members from different disciplines (leadership, pilot, dispatch, maintenance, finance, HR). Don't forget to be inclusive of all groups and the team concept rather than just focusing on the role or department for which you are interviewing.

The Behavioral Interview – [Behavioral Interviewing](#) is a technique used by employers in which the questions asked are strategic in predictions about a potential employee's future success based on past behaviors. Unlike traditional interviews, where the

candidate is asked to “tell about themselves” or where questions are about hypothetical situations, these interviews deal with “real life” examples.

They may ask you questions like:

Tell me about a time when you failed?

Give me an example of a time you had to think on your feet?

Describe a time when you had to persuade others to agree with your viewpoint?

Behavioral Interviews begin as soon as you walk in the door. It is important to remain calm and be aware of how you carry yourself, your posture, and eye contact with everyone you meet. Also, make sure your voice comes across as confident and pleasant. Be prepared and have some questions ready for the interviewer to show that you have done your homework about the company. Remember, you are also interviewing them just as much as they are interviewing you.

The STAR Interview Method – This method helps you focus and design your responses to the types of questions commonly asked in a Behavioral Interview.

Situation: Set the scene for your example providing context for the interviewer.

Task: Describe the role you played and how you actively participated in the scenario.

Action: Impart your story “hook” and share how you solved the problem.

Result: Share the results and express what you learned from the experience.

Technical Interview – This interview type assesses your technical knowledge, skills, and abilities, as well as your ability to problem solve, make decisions, and communicate. Technical Interviews are used predominantly in STEM fields and feature questions that are specific to the role you are applying for (i.e., pilot, maintenance, dispatch. They will likely ask questions designed to specifically measure your use of logic, ability to think on your feet, and gauge how well you are able to articulate your responses, both fact, and scenario-based.

A technical interview for a pilot may include a SIM evaluation or you might be tasked with creating a flight plan or brief to present to the hiring team. On the maintenance side, you should expect to field questions based on hypohetic scenarios. The interviewer might want to understand your troubleshooting prowess or evaluate your mastery of a specific system. We’ve even had a company ask for a writing sample from a dispatcher candidate to help them assess her communication skills since they might be in direct contact with the principal/aircraft owner.

The Casual Interview – This newer style of interview is becoming much more acceptable and can catch people off guard. You may find that you walk into a casual interview dressed in a suit while the interviewer is wearing jeans. In our opinion, it is always better to be overdressed vs. underdressed, so embrace it. A casual interview might also describe how or where the interview is conducted. We’ve all heard of the prospective boss who takes applicants out for a meal as a test to see how they treat the restaurant staff, to check their table manners, and to see how well they can maintain a conversation. Casual interviews can put you at ease and allow your true personality to reveal itself. However, they can also lull you into a false sense of comfort, and you might let your guard down a little too much.

THE SALARY QUESTION

It is inevitable that this question will be asked about your salary requirements, and you must be prepared to answer it, or it could derail you.

You will need to do some research about what the salary for the position should be for the level of work, location, and experience level. API will be able to help you with some guidance, but you need to research it on your own as well. Remember, compensation is an entire package that includes salary, benefits, vacation and possibly cash bonus, sign-on bonus and equity, generally in the form of Restricted Stock Units (RSU's). The latter can be a big factor in building wealth beyond a paycheck. So, you need to take all of those components into consideration.

Should you be asked this question early in the process, say in the initial phone screen, it is acceptable to deflect it by asking questions to learn more about the job and the benefits that they offer.

Saying something to this effect is appropriate:

"I'd really like to learn more about the specifics of your department and this position, as well as the benefits you offer before I answer that. For me, this job is not just about compensation; it's about the right fit. I would expect that as long as you are competitive with the local business aviation industry, I am sure that if I am the right fit, we could come to an agreement."

Later in the process, you will not be able to be so vague. Having a range in mind helps, but they will likely go to the bottom of your range. Be sure you would be comfortable with that number, and then reiterate what makes you command that range.

Saying something to this effect when you must answer:

"For a Crew Chief position in this area, the competitive range is between \$X and \$Z. As a designated Master Technician with my 15 years of experience maintaining mid-cabin equipment, I would expect to be compensated between \$Y and \$Z."

Some organizations may tell you upfront what they pay. "We start all of our Falcon 7X pilots at \$X." You can always try to negotiate an offer for things other than base salary to include bonuses, vacation, and sign-on bonuses.

INTERVIEW FOLLOW UP

[Following up after your interview](#) can set you apart from others competing for the position. Your follow up should be timely, concise, and non-intrusive. Be sure that you get a business card from each person with whom you interviewed so that you can send them a properly addressed thank you letter.

The Interview Thank You – A [timely email thank you letter](#) is essential to show your appreciation for the interviewer's time and consideration. It allows you to convey your desire and excitement to become a part of their team while giving you the opportunity to reiterate the unique value you can bring to their organization. It also gives you a chance to show them that you listened to them, and to reinforce the fact that you began to build a relationship.

[Thank you emails](#) should be written immediately!

Great applicants carve out time to craft an email the same day as the interview. This can be hard, especially when travel is involved, but it should be a standard interview practice.

If you are writing emails to multiple people in the organization, make sure that each is unique. Often, thank you notes are forwarded to others in the organization, and they lose their effectiveness when it is evident that they are a "form letter." And, don't forget to thank the special person who coordinated the day or escorted you who may not have been an interviewer. This person often is asked by the interview team for his or her opinion of you and how you might fit into the organization.

Showing your appreciation in the form of a business letter or a handwritten thank you note in addition to an email can be a key differentiator. Receiving a letter by mail conveys personal courtesy, respect, and attention to detail. It also shows that you really want the job and are willing to go the extra mile.



The Consideration Thank You Letter – Should you be informed that the job you interviewed for was filled with another candidate, it is extremely professional to write another letter, note, or email to the hiring manager, thanking them for their consideration. This letter should convey your honor for being considered, your disappointment with not being selected, as well as your good wishes for their success with their new employee. Honest and sincere interest such as this may put you on the top of the consideration list for the next opening, or they may recommend you to another company. This extra effort leaves a long-lasting impression.

Follow-Up Correspondence – When you complete your interview, we recommend you set an expectation with the interviewer as to how long you should wait before expecting a follow-up. What should you do if you've interviewed, [sent your thank you email or letter](#), but still haven't heard back about a decision in the timeframe you were given? Sometimes unforeseen delays occur between your interview and the expected follow up. If they told you they would have a choice by the end of the week and that deadline comes and goes, it is ok to write a brief follow up email reiterating your interest and commitment level to the opportunity. Hopefully, that gentle nudge will prompt a response. A maximum of two emails, followed by a final phone call is acceptable when closing the interview loop.

BUSINESS CARDS AND STATIONERY

It is a wise investment to purchase a professional business card. Designing and ordering professional business cards online is fast and inexpensive. If you want to go the extra mile, you may consider ordering personalized note cards at the same time to use for following up with handwritten correspondence. MOO, Vistaprint, and GotPrint are two trusted online sites for designing your custom items, or you can find personalized classic correspondence cards on American Stationery's web site.

Business cards do not need to include a title or company name. Just your name, personal email, and cell number will suffice. It is also permissible to identify yourself as "Professional Pilot" or "Maintenance Professional," and you can even list specific aircraft in which you have experience. You do not have to put your home address, but it is helpful to include the city and state so they can calibrate where you are located.



Professional HEADSHOTS GUIDE



A picture says a thousand words, and you want your headshot to reflect your level of professionalism. We have put together a few tips to help you snap the perfect headshot.

Use these headshot basics as your guide:

- If you have a photo that is more than two years old, it's time to get a new one.
- Dress like you are in a job interview. Men should wear a tie and jacket. Women should wear a jacket or professional shirt with simple jewelry and makeup. Bring wardrobe options to your photoshoot for a choice of looks.
- Solid colors are best. Avoid patterns and the color white, other than a white shirt under a dark jacket.
- Make sure you get several poses from different directions (left, right, straight, etc.)
- Simple backgrounds are best, so the focus can remain on you.

Remember that it's okay to smile; professional doesn't equal somber. We suggest you take photos with various degrees of smile and facial expression. You may surprise yourself with the outcome!

10 Tips



for a Successful Interview

You got an interview! **YES!**

The next feelings that set in may be anxiety, stress, and possibly fear. API has compiled a few tips to help you through this exciting, and sometimes stressful, process to be sure you have a successful interview.

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1. Research the company you are interviewing with.

Know who the key players are, the company's values and goals, and recent news about the company. Jot down some questions for them to show that you did your homework. They will appreciate your efforts.

2. Dress Professionally.

You are never wrong to be professionally dressed, even if the interviewer gave you permission to be business casual when inviting you to interview. Dressing professionally shows the company that you take this seriously and with respect. It is always acceptable to be the best dressed person in the room.

For men, we suggest a suit, long-sleeved dress shirt, conservative tie, and polished leather shoes. Limit jewelry to a watch, wedding ring (if you normally wear one), and no more than one other piece of jewelry (i.e., tie tack, lapel pin, or CAM pin, for sure if you have earned it). Make sure you have a relatively fresh haircut and that any facial hair is shaved clean or neatly trimmed.

Females should wear a skirt, dress, or slacks paired with a blazer, sweater, or professional looking blouse and nice shoes. Avoid wearing anything too flashy or brightly colored. Make sure your hair and nails are neat, makeup is natural, and jewelry is simple.

3. Know what you will bring.

Bring a couple clean copies of your resume printed on heavy stock paper and a pen. There is nothing worse than being asked to fill something out, and having to borrow a pen. It demonstrates a lack of preparation and forethought. In addition, you should bring a detailed flight sheet, your actual license and medical certificate, as well as photocopies to leave behind if requested, your list of professional and personal references, and, if appropriate, a few samples of your written work.

Carry a small briefcase, professional backpack or leather portfolio that contains the information you might be asked to provide. Do not bring a big purse, laptop, iPad, or a disorganized stack of papers. Make sure that your phone and other devices are set for silent notification or put in sleep mode. You don't want a distraction to break the continuity of the interview and convey a lack of focus on your part.

4. Never, never, never be late!

Nor do you want to be too early. We suggest that unless you know where you are going, you should allow yourself an extra hour to get to the appointment. Check out the location, and then come back ten to fifteen minutes before your appointment. There is only one acceptable excuse for being late, and that is airline delays, and then only if they provided you the ticket. It is your responsibility to be there well in advance.

5. Bring your passion, but keep it simple.

Make sure to keep your answers brief and to the point, but not at the expense of your passion or enthusiasm for the industry and the job you're seeking. Tailor your responses to question ensuring they are succinct. Be ready to speak to (or defend) any gaps in your work history, or other potential "red flags."

6. Pay attention to your speech and mannerisms.

Try and control any tendency to say "um" or "ah" too often, ramble in your speech, talk too loudly, or fidget in your seat. Tapping pens, shaking legs and searching for words are things many of us do when we are nervous. It is best to be aware of these tendencies and try your best to control them without fixating.

7. Plan out what questions you will ask the interviewer.

Do this to indicate that you want to make sure you fully understand the role and are invested in this process. During your interview, when the hiring manager inevitably turns to you and asks "What questions do you have for me?" you'll want to have a few questions that convey your professionalism and preparation. Asking questions in an interview is also a great way to catch your breath by giving them a chance to do the talking.

8. Keep your social media profiles professional.

We cannot stress this tip enough! Remember that LinkedIn should be your professional network, while Facebook, Instagram, etc., are your personal networks. Both can and will be searched by a potential employer. [Here are some common Do's and Don'ts](#) to help you make the best choices with your social media footprint.

9. Interview Follow Up.

Following up after your interview can set you apart from others competing for the position. Your follow up should be timely, concise, and non-intrusive. Be sure that you get a business card from each person with whom you interviewed so that you can send them a properly addressed thank you letter. Thank you emails should be written immediately! Should you be informed that the job you interviewed for was filled with another candidate, it is extremely professional to write another letter, note, or email to the hiring manager, thanking them for their consideration.

10. Be yourself!

Chances are you've landed this interview because of who you are – so, be YOU! Be honest in your communication and present yourself in the interview just as you would six months from now when you've been working your new found job.

CHAPTER 3

NETWORKING

The success of your career is up to you and you alone. It takes time, preparation, and thought. There are many avenues open to you in conducting your search. We have outlined below what we consider to be the most significant opportunities.



[Networking](#) should be an essential part of your career planning. After all, those who know you will want to do everything they can to help you. They can introduce you to potential employers, to others “in the know” in the industry, and they might be potential employers as well.

Networking means utilizing your contacts to spread the word that you are looking for a new position and engaging others to keep their eyes open on your behalf. A networking campaign is easy to execute.

Here are a few steps to follow:

1. [Networking is all about relationships!](#) Make sure your initial focus is on the person you are connecting with and not their potential to help you find a job.
2. [Networking can be done in person, over the phone, email or via social media.](#) To network in person, visit your local FBO, connect with neighboring flight departments, or see if there is an NBAA Local, or Regional Group in your area hosting an upcoming event.
3. If you are unable to network in person, strategize by making a list of industry friends, colleagues, and acquaintances. Use your LinkedIn and Facebook connections as a way to jog your memory and expand your reach. Add anyone to your list that might have direct connections to decision-makers and executive leadership at companies that you know have a flight department.
4. Depending on the depth of your relationship with each contact, a phone call, individual email, or direct message are all appropriate options for reaching out. We suggest a phone call for those you are closest to and the other forms of communication for people outside your first-level connections. If you use the direct messaging option, make sure your social media profiles have already been updated to mirror your job-seeking mode.

5. Whether over the phone or in writing, tell them why you are looking for a job and let them know of your current job status without any bitterness or disrespect. Share with them the essential points of what you are looking for and your qualifications. Ask them to keep you in mind for any opportunities they know about or may hear of in the future.
6. In your initial phone call, email, or direct message, offer to follow up with a resume in case they have anything in mind. Do not assume they want a copy and attach it in your initial communication.
7. If a networking contact provides you with a lead, be sure to keep him or her apprised of the activity with that lead. If it turns into a job, send an appropriate thank you gift: a gift card, a nice bottle of wine, etc.

ONLINE JOB BOARDS

There are a number of online job resources for taking your career to the next level. Some of these job sites charge a fee to become a member while others, like LinkedIn and Facebook, can be utilized for free. Membership sites entitle you to search their posted jobs, and some offer you a service that will send you notification of positions that meet your qualifications. Others offer a resume posting service that can be searched by potential employers. Generally, the organizations that advertise on these job boards also pay a fee to post their ads.

Many online sources offer the ability to sign up for the automatic emailing of your resume for any jobs to which you qualify. These services infuriate hiring managers as they are impersonal, and they generally bog down their email inbox with resumes that do not fit the qualifications. It is better if you reply personally and distinguish your email from others by sending it with high priority.

A list of websites currently posting aviation jobs is included in the resources section of this resource book.

UTILIZING NBAA RESOURCES

The [NBAA Member Directory](#) and the [NBAA Business Aviation Jobs Board](#) are two of the most valuable resources in a business aviation professional's career progression. The online member directory provides detailed information on many of its member departments, including contact information, location, type, and the number of aircraft. The member company itself provides all data, so it is considered highly accurate. However, some companies choose to omit the type and amount of aircraft they utilize, and some choose not to publish that they are members. The directory is searchable by the home airport, equipment, and alphabetically. It can be an excellent tool for a targeted career development.

If you are a current member of NBAA, either individually as a Professional Member or through your employer, you already have access to their member directory as well and the Job Board. If you are not a member of NBAA and would like to access the Jobs Board, you can create a non-member login to access that portion of their website. Visit <https://my.nbaa.org/s/login> to register. Here you can post your anonymous resume free of charge and also search posted job opportunities. Employers pay a fee to post jobs on this site; there is no charge for job seekers.

Another resource that should not be overlooked is an NBAA sponsored Local or Regional Group in your area. These Local and Regional Groups are stand-alone associations covering entire states, regions, or cities around the country. They exist to facilitate networking, events, philanthropy, education, and legislative initiatives in these areas and are typically run by volunteer boards comprised of aviation professionals. While these groups do not exist everywhere, they do cover a lot of the major aviation hubs across the U.S. You can search for the closest group to your location on [NBAA's website](#). Guests are usually welcome, and membership fees are very nominal.

CHAPTER 4

THE API REGISTERED PROFESSIONAL PROGRAM™

THE REGISTRATION PROCESS

You are invited to become an API Registered Professional™. The goal of our registration process is to develop both a professional and personal relationship with you, the candidate, to not only understand your professional background and qualifications but to develop an in-depth understanding of you as an individual and your characteristics, strengths, values and professional potential. It is our goal to help our corporate clients build strategic teams where team members share a common culture, and individual member's values mirror the values of the organization. To provide this highly personal service, we must gain an in-depth understanding of both our candidates and our clients.

Candidates generally register with API on their own, without the sponsorship of a corporation. The registration process takes some time and effort to complete. The Career Coaching process allows you to expedite API's online registration and assessments. There is no cost associated with becoming an API Registered Professional™.

Here is what you can expect:

BEGIN THE APPLICATION PROCESS

In order to get started, you will need to go to API's website, <https://www.apiaviation.com/api-registered-professional/>.

Click on "Job Seekers", then select "API Candidate Registration" from the drop-down menu.

Please fill out the application completely and make sure you click "submit" when you are ready. The information requested of API Registered Professionals™ includes information on your personal and professional background. This data is collected through a secure, password-protected web site. Once you have submitted the initial application, we will get back to you via email with clear instructions on the "next steps."

AUTOBIOGRAPHY AND STATEMENT OF CAREER GOALS

Each candidate is asked to prepare a short personal autobiography. We use this to understand your background and how you arrived at the place you are today in your career. This document should outline highlights and important milestones in your life from childhood through education, career choice, career development, and family life, as well as your personal goals for the future. While this doesn't need to be a highly formal document, the more detailed it is, the faster and more profound our relationship can develop. No more than three typed pages is a good rule of thumb for length. Many registrants find the process of writing an autobiography energizing and enlightening. It can also be a great way to help you reflect on your achievements and organize your priorities for moving forward. We hope you find this to be the case as well. This is an internal API document only. We do not share this document with our clients.



PERMANENT AND CONTINUING REGISTRATION

Your registration with API is permanent and on-going if you continue to desire a career in business aviation. It is your responsibility to keep us up to date on your status. Let us know when you have made a change in address, employment, received a new rating, added significant time, or made a change in your career.

CHAPTER 5

RESOURCES

SAMPLE COVER LETTER

RESUME TEMPLATES

ONLINE JOB SEARCH RESOURCE LIST

NOTES

SAMPLE COVER LETTER

William “Bill” S. Jones, CAM

1255 California Street
San Francisco, CA 94109
555-555-5555
wsjones@gmail.com
<https://www.linkedin.com/in/williamsjones/>

April 1, 2020

Ms. Smith

Chief Pilot
ABC Aviation
123 Easy Street
San Francisco, CA 94109

Dear Ms. Smith:

Joe Brown, my recent instructor at FlightSafety, suggested that I contact you regarding the open Gulfstream 550 captain position with ABC Corporation. My 10+ years of professional flying, including worldwide operational experience in the G550, make me an excellent candidate for this position. I believe my extensive experience in Asia would support ABC’s current expansion into China.

As you can see by the enclosed resume, my 7,525 flight hours paired with my experience in Part 91 corporate flight departments, including direct exposure to executive level passengers, meets or exceeds your minimum requirements for this position. I have been consistently recognized for hard work with promotions and increased responsibilities, most recently serving as Safety Officer. These acknowledgements are a direct result of my expertise in safety and flight standards, my outstanding written and oral communication skills, as well as my commitment to personal excellence. I also place a high value on professional development and recently achieved my Certified Aviation Manager (CAM) certification through the National Business Aviation Association (NBAA).

Thank you very much for taking the time to review my information, and please note that I have also uploaded it through the job posting on ABC’s careers website. If you have questions or would like to contact me directly, I may be reached at 555-555-5555. I hope to have the opportunity to meet with you in person to explore this opportunity with ABC Corporation’s flight operation.

Sincerely,



William “Bill” S. Jones, CAM
Enclosure

RESUME TEMPLATES

The following is a compilation of resume templates that we have found make a good presentation. All of these templates will be emailed to you. You will also find the Sample Cover Letter and Sample Resume we just reviewed.

The first two are templates can be filled in directly by you. They are both chronological resumes with a place for your objective. You can alter these by adding other sections to them.

We have also included three resume samples that work when presenting things such as flight hours, licenses and personal and professional accomplishments. It is perfectly permissible to use these as a guide from which to start. Simply overwrite what is included in the sample.

William “Bill” S. Jones, CAM

555-555-5555

San Francisco, CA

wsjones@gmail.com

[linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

Career Summary	International Captain with 10+ years of worldwide business aviation experience, including extensive Pacific operational experience.
Skills & Abilities	Safety Champion with experience leading IS-BAO and SMS certifications.
Ratings and Certificates	Type rating: CE-525; LR-JET; G-IV; GV Flight Time: 7,525 Total Time; 6,325 Total Jet Time; 3,720 PIC Jet; 2,605 SIC Jet Notable Time: G550-2,215 Hours First class Medical-No accidents or Incidents on record
Experience	XYZ Aviation- 2012 – Present <i>San Francisco, CA - International Captain/Safety Officer 2016 – Present</i> <i>First Officer 2012 - 2016</i> ▪ Currently operating a Gulfstream 550 in Part 91 domestic and international operations throughout the U.S., Europe, Asia and the Middle East. ▪ Responsible for the safe transport of company executives and guests. ▪ Leads department compliance with IS-BAO Stage III certification. ▪ Developed company SMS and provides continuing safety oversight and training for the team. Acme Aviation- 2009 – 2012 <i>San Francisco, CA - Captain</i> ▪ Operated a Gulfstream IV in Part 91 domestic and international operations throughout the North America, South America and the Caribbean. ▪ Provided prompt and safe transport with exceptional customer service for a private family. ▪ Responsible for aircraft stock, cleaning and liaised with maintenance. ▪ Performed monthly audit on all safety equipment.
Education	Embry Riddle Aeronautical University <i>Bachelor of Science in Aviation Management</i> Daytona Beach, FL
Professional Development	NBAA Certified Aviation Manager (CAM)-2020 Upset Recovery training-2018
Leadership	Vice President of the NorCal Business Aviation Association (NCBAA) and member of the NBAA International Operators Conference Committee.

WILLIAM “BILL” S. JONES, CAM

INTERNATIONAL CAPTAIN

P 555-555-5555

E wsjones@gmail.com

A San Francisco, CA

W [linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

CAREER SUMMARY

International Captain with 10+ years of worldwide business aviation experience, including extensive Pacific operational experience

XYZ Aviation

March 2012-Present

San Francisco, CA

International Captain/Safety Officer 2016 – Present

Captain 2012 – 2016

- Currently operating a Gulfstream 550 in Part 91 domestic and international operations throughout the U.S., Europe, Asia and the Middle East.
- Responsible for the safe transport of company executives and guests.
- Leads department compliance with IS-BAO Stage III certification.
- Developed company SMS and provides continuing safety oversight and training for the team.

Acme Aviation

December 2009-February 2012

San Francisco, CA - Captain

- Operated a Gulfstream IV in Part 91 domestic and international operations throughout the North America, South America and the Caribbean.
- Provided prompt and safe transport with exceptional customer service for a private family.
- Responsible for aircraft stock, cleaning and liaised with maintenance.
- Performed monthly audit on all safety equipment.

PROFESSIONAL DEVELOPMENT

NBAA Certified Aviation Manager (CAM)-2020

Upset Recovery training-2018

LEADERSHIP

Vice President of the NorCal Business Aviation Association (NCBAA) and member of the NBAA International Operators Conference Committee.

RATINGS AND CERTIFICATES

- CE-525; LR-JET; G-IV; GV
- 7,525 TOTAL TIME
- 6,325 TOTAL JET TIME
- 3,720 PIC JET
- 2,605 SIC JET
- G550-2,215 HOURS
- FIRST CLASS MEDICAL
- NO ACCIDENTS/INCIDENTS

KEY SKILLS

- SAFETY
- IS-BAO
- SMS
- COMMUNICATION
- CUSTOMER SERVICE
- LEADERSHIP

EDUCATION

Bachelor of Science in Aviation Management

Embry Riddle Aeronautical University-Daytona Beach, FL

WILLIAM "BILL" S. JONES, CAM



📍 San Francisco, CA

📞 (555) 555-5555

✉️ wsjones@gmail.com

🔗 [linkedin.com/in/williamsjones/](https://www.linkedin.com/in/williamsjones/)

RATINGS & CERTIFICATES

CE-525; LR-JET; G-IV; GV

TOTAL FLIGHT TIME

7525 Hours

TOTAL JET TIME

6325 Hours

PIC Jet Time - 3720 Hours

SIC Jet Time - 2605 Hours

G550

2215 Hours

AIRLINE TRANSPORT PILOT,
AIRPLANE MULTIENGINE LAND

FIRST CLASS MEDICAL

NO ACCIDENTS/INCIDENTS

KEY SKILLS

SAFETY

IS-BAO

SMS

COMMUNICATION

CUSTOMER SERVICE

LEADERSHIP

LEADERSHIP

Vice President of the NorCal Business Aviation Association (NCBAA) and member of the NBAA International Operators Conference Committee.

EDUCATION

B.S. AVIATION MANAGEMENT

Embry Riddle
Aeronautical University
Daytona Beach, FL

CAREER SUMMARY

International Captain with 10+ years of worldwide business aviation experience, including extensive Pacific operational exposure, seeking a position with a best practices Part 91 flight department.

CAPTAIN/INTERNATIONAL CAPTAIN/SAFETY OFFICER

XYZ Aviation - San Francisco, CA

International Captain/Safety Officer- 2016-Present

Captain - 2012-2016

- Currently operating a Gulfstream 550 in Part 91 domestic and international operations throughout the U.S., Europe, Asia and the Middle East.
- Responsible for the safe transport of company executives and guests.
- Leads department compliance with IS-BAO Stage III certification
- Developed company SMS and provides continuing safety oversight and training for the team.

CAPTAIN

Acme Aviation - San Francisco, CA - December 2009-February 2012

- Operated a Gulfstream IV in Part 91 domestic and international operations throughout the North America, South America and the Caribbean.
- Provided prompt and safe transport with exceptional customer service for a private family.
- Responsible for aircraft stock, cleaning and liaised with maintenance.
- Performed monthly audit on all safety equipment.

PROFESSIONAL DEVELOPMENT

- NBAA Certified Aviation Manager (CAM) - 2020
- Upset Recovery Training - 2018

ONLINE JOB SEARCH RESOURCE LIST

AvCrew.com

BizJetJobs.com

ClimbTo350.com

CorporatePilot.com

FindaPilot.com

FlightCrews.com

FlyContract.com

GlassDoor.com

Indeed.com

InflightCrewConnections.com

JetAviation.com

JSFirm.com

PlaneJobs.com

ProPilotWorld.com

WillFlyForFood.com

jobs@nbaa.org

(this is an NBAA aemail list service
that can be accessed through NBAA's website)

