Highlights of Qualifications

- Analytical and interpersonal skills
- Ability to analyze and develop creative solutions to resolve issues
- Ability to work independently with minimum supervision
- Excellent verbal and written communication skills

Educational Development

BBA•Business Management Texas Southern University MS•Transportation and Planning Studies Texas Southern University

Currently pursuing Doctoral Degree in Urban Planning and Environmental Policy.

Professional Development

United Airlines, Inc•Chicago, Illinois Revenue Integrity Analyst

August 2011 - present

Developed ways to increase revenue opportunity. Create maximum availability by identifying problem bookings earlier and releasing seats back to sell while there is still demand for them. Worked with various departments to identify potential leakage. Performed ad hoc projects.

Continental Airlines, Inc+Houston, Texas Current Revenue Control Analyst

February 2005 - August 2011

To provide 24-hour station support for inventory related situations. Provide support for OA (Other Airline) help desk; Decision support for Revenue Management and Pricing Systems. Investigate Oversales, schedule changes issues, and assist in Special Projects.

Senior Revenue Management Analyst

Forecast consumer behavior under market conditions to optimize system revenue and profitability. Analyze historic and current market forces based on passenger demand, competitive environment, world economic conditions and growth potential. Determine appropriate inventory levels to maximize revenue. Review and evaluate daily inventory to incorporate revenue enhancing market changes into inventory. Provide decision support and communicate load adjustments to appropriate departments. Identify and verify instances of inventory abuse. Ensure organizational goals are being met in the field. Design and deliver presentations and reports.

August 2000-September 2001 May 2002 – February 2005

Pilot Crew Scheduler

Assign all routes for pilot crewmembers. Promote a safe and on-time operations schedule in accordance with federal aviation regulations, contracts and company policy. Create line of transportation for reserves. Adjust and assist with coverage levels. Monitor and trouble shoot monthly and daily scheduling conflicts. Interact with various departments in order to ensure efficiency in operations.

Computer Skills

Microsoft Applications: Word, Excel, PowerPoint, and Access. SHARES, BRIO & PROS