

# SEAN MENDIS

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Date of Birth : 10<sup>th</sup> August 1977

Nationality : Indian



## Professional Aviation Executive with a Proven Track Record of Conceiving and Successfully Implementing Projects in Developing Markets

### EMPLOYMENT

<b>09/2018 to present</b>	<p><b>AFRICA WORLD AIRLINES LIMITED</b> <b>Chief Operations Officer (Accra, GHANA)</b></p> <ul style="list-style-type: none"> <li>• Invited back to Ghana by Board of Directors to resume previous role as Chief Operations Officer               <ul style="list-style-type: none"> <li>○ In charge of all commercial and operational activities, with 4 Head of Department level direct reports</li> <li>○ Oversaw a 30% year-on-year growth in fleet size and ASKs, with annual passenger numbers crossing 600,000 for the first time and revenue exceeding \$50m amid continued profitability</li> <li>○ Achieved aircraft lease restructuring for savings of \$34m over 6 years</li> <li>○ Negotiated 60% reduction in annual hull and liability insurance premiums</li> <li>○ Developed and implemented strategic plan to grow passenger traffic via "last mile delivery" interline and code-share agreements with international airline partners, including SAA, Emirates, and others</li> <li>○ Expanded global distribution footprint with new/expanded GDS participation agreements</li> <li>○ Oversaw receipt of multiple awards including "Best Airline in West Africa 2019", "Best Customer Experience 2019", and the prestigious Routes Africa Award for Innovation and Capacity Growth</li> <li>○ Co-ordinated resumption of domestic flights under enhanced safety protocols during COVID-19 pandemic, and arranged international repatriation flights in partnership with various Governments</li> </ul> </li> </ul>
<b>07/2013 to 08/2018</b>	<p><b>SKA INTERNATIONAL GROUP LIMITED</b> <b>Senior Group Aviation Manager (Dubai, UAE) : 2015 – 2018</b></p> <ul style="list-style-type: none"> <li>• In charge of managing operations and developing strategy for SKA International Group's aviation related businesses throughout the Middle East and Africa.</li> </ul> <p><b>Accountable Manager (Entebbe, UGANDA) : 2014 – 2020</b></p> <ul style="list-style-type: none"> <li>• Accountable Manager to Civil Aviation Authority Uganda for SKA Air and Logistics (Uganda)</li> <li>• Successfully executed the project to obtain an Air Service License (ASL) and Air Operator Certificate (AOC) for SKA International Group's subsidiary in Uganda</li> </ul> <p><b>Station Manager (Ras Al Khaimah, UAE) : 2014 – 2017</b></p> <ul style="list-style-type: none"> <li>• Responsible for commissioning and developing SKA International Group's new station at Ras Al Khaimah International Airport, including a jet fuel storage facility and cargo warehouse.</li> </ul> <p><b>Station Manager (Mogadishu, SOMALIA) : 2013 – 2014</b></p> <ul style="list-style-type: none"> <li>• In charge of airfield operations, and passenger terminal / ground handling operations at the main international airport in Somalia under contract from the Somali Federal Government (SFG)</li> <li>• Provided full ground handling for international airlines such as Turkish Airlines, Air Uganda, etc.. as well as stakeholders such as United Nations (UNHAS), World Food Program (WFP), etc..</li> <li>• Led the multi-agency emergency response to an Ethiopian Air Force An-12 crash               <ul style="list-style-type: none"> <li>○ Co-ordinated the rescue of two survivors from on-site command post and CASEVAC airlift to Ethiopia</li> <li>○ Directed activities for re-opening of the airport within 7 hours of the accident under ICAO RFFS Cat. 6</li> <li>○ Appointed by the SFG to serve on the seven person Official Accident Investigation Committee</li> <li>○ Received a commendation letter from the SFG for "leadership and assistance" in this instance</li> </ul> </li> </ul>
<b>11/2012 to present</b>	<p><b>SEANMENDIS.com</b> <b>Consultant / Author (Blantyre, MALAWI)</b></p> <ul style="list-style-type: none"> <li>• Provided executive level expertise, intelligence and counsel on a contract basis to aviation projects in the Middle East, India and Africa</li> <li>• Published an e-book (available on Amazon.com) about experiences running an airline in Africa</li> </ul>
<b>09/2010 to 10/2012</b>	<p><b>AFRICA WORLD AIRLINES LIMITED</b> <b>Chief Operations Officer (Accra, GHANA)</b></p> <ul style="list-style-type: none"> <li>• Overall project manager for the development, certification and launch of a private sector domestic / regional air carrier based in Ghana               <ul style="list-style-type: none"> <li>○ Co-authored a \$50 million business plan and successfully presented it to major investors in China (HNA Group and China-Africa Development Fund) and Ghana (SSNIT – National Pension Fund)</li> <li>○ Managed all strategic and operational aspects of the project as Acting Chief Operations Officer with progressive handover of responsibilities to the permanent management team</li> <li>○ Awarded a "Certificate of Recognition" as the "Best Organizer" and exited the organisation with a bonus after fulfilling my commitment to the shareholders of a successful launch of flight operations</li> </ul> </li> <li>• Managed operational activities (including documentation, inspection, demonstration, Compliance Statement, Op-Specs) that led to the receipt of an Air Operator Certificate (AOC)               <ul style="list-style-type: none"> <li>○ Led the team that developed over 25 required technical manuals for AOC issuance by GCAA</li> <li>○ Obtained Ghana Civil Aviation Regulation (GCAR) Part 6 AMO certification and Part 3 ATO certifications for partner organisations in China, United Kingdom and Lithuania</li> <li>○ Co-ordinated the lease agreements, aircraft inspection, aircraft registration, ferry flights and delivery of the first two Embraer ERJ-145LR aircraft from China to Ghana</li> </ul> </li> </ul>

<b>08/2005 to 08/2010</b>	<b>GHANA INTERNATIONAL AIRLINES LIMITED</b> <b>Special Assistant To The Chief Executive Officer (Accra, GHANA)</b>
	<ul style="list-style-type: none"> <li>• Served in multiple strategic and operational management roles within the organisation, reporting directly to the Chief Executive Officer and Chairman of the Board <ul style="list-style-type: none"> <li>○ Member of the team that refined the business plan and obtained operating licenses</li> <li>○ Project Manager for London Gatwick (2005) and Johannesburg (2006) service launches</li> <li>○ Station Manager – London Gatwick (2005-10) and Johannesburg (2006-07)</li> <li>○ Project Team Member (Operations) for Düsseldorf service launch (2008)</li> </ul> </li> <li>• Manager for Interline and Industry Affairs, Scheduling and Licensing <ul style="list-style-type: none"> <li>○ Developed flight schedules to optimize connection and interline opportunities with airline partners</li> <li>○ Managed slot portfolios at Level 2 (Facilitated) and Level 3 (Co-ordinated) airports in Europe/Africa</li> </ul> </li> <li>• Manager with responsibility for Day Of Operations and Ad-Hoc Operations <ul style="list-style-type: none"> <li>○ Accountable for achievement of system-wide Key Performance Indicator operational targets including on-time performance, baggage handling and customer complaints</li> <li>○ Implemented and oversaw over-wing self-handling operation at Kotoka International Airport in Accra</li> <li>○ Developed and implemented in-house "Focus on the Fundamentals" program that improved system on-time performance to over 80% and dispatch reliability to over 99%</li> <li>○ In charge of establishing and maintaining relationships with aircraft lessors, ground handling agents, fuel, catering and other third-party service suppliers at all stations</li> </ul> </li> </ul>
<b>12/2000 to 08/2005</b>	<b>SHONDELLE HOLDINGS PRIVATE LIMITED</b> <b>Director Of Consulting (Mumbai, INDIA)</b>
	<ul style="list-style-type: none"> <li>• Represented family-owned aviation services company in USA, Canada and Far East</li> <li>• Served as a registered Company Director (DIN 01715390) from June 2002 till December 2010 <ul style="list-style-type: none"> <li>○ Non-Executive Director from August 2005 onwards</li> </ul> </li> <li>• Part of "Jet Acquisitions Group" team that worked on Trans World Airlines (TWA) Chapter 11 bankruptcy (2000-01)</li> </ul>

### EDUCATION

<b>2003 – 2005</b>	<b>GEORGIAN COLLEGE</b> <b>Barrie, ON, Canada</b>
	Graduated from Aviation Management Program
<b>1995 – 2001</b>	<b>GEORGIA INSTITUTE OF TECHNOLOGY</b> <b>Atlanta, GA, USA</b>
	Majored in Aerospace Engineering and Management Transferred out with 158 University Level Semester Credits
<b>1992 – 1995</b>	<b>ST. XAVIER'S COLLEGE</b> <b>Mumbai, India</b>
	Passed Higher Secondary Certificate (H.S.C. Science – Standard 12) Examination with Distinction
<b>1980 – 1992</b>	<b>ST. ANDREW'S HIGH SCHOOL</b> <b>Mumbai, India</b>
	Passed Secondary School Certificate (S.S.C. – Standard 10) Examination with Distinction

### PROFESSIONAL CERTIFICATIONS

- IATA Certificate in Airline Marketing (Montreal - 2002)
- IATA Certificate in Airline Finance / Accounting Management (Singapore - 2003)
- IATA Certificate in Air Cargo Marketing (Montreal - 2004)
- IATA Certificate in Station Management (Geneva - 2005)
- IATA Diploma in Aviation Studies (Distance Learning - 2006)
- IATA Certificate in Safety Management Systems (Distance Learning - 2011)
- Air Cargo Safety and Security (Air Arabia Academy – 2015)
- Basic Aviation Firefighting (Ras Al Khaimah International Airport Fire Department – 2016)
- Air Safety Investigation (Delft University of Technology – 2018)
- IATA Certificate in Route Forecasting and Development (Accra - 2019)
- IATA Certificate in Aviation Competition Law (Distance Learning - 2019)
- IATA Certificate in Distribution and Airline Retailing with NDC (Distance Learning – 2020)
- Dangerous Goods – Category 5/8 (Current)

### OTHER INFORMATION

- Vast travel and business experience in Asia, Europe, Africa, Oceania and North America
- Extensive network of contacts and associates in the international aviation industry
- Authored several published articles for airline industry trade publications
- Expert level proficiency with MSOffice applications including Word, Excel and PowerPoint
- Working experience with multiple aviation related software systems
- Speaks English (Fluent / Native Proficiency), Hindi (Working Proficiency), French (Working Proficiency), German (Basic Proficiency), and some Indian languages (Basic Proficiency)