

SEAN MENDIS

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Date of Birth : 10th August 1977

Nationality : Indian



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

EMPLOYMENT

11/2012 to present	<p>SEAN MENDIS DOT COM LIMITED (<i>dba SeanMendis.com</i>) Consultant / Director (Blantyre, MALAWI)</p> <ul style="list-style-type: none"> Provides executive level expertise on a contract basis to aviation projects in the MEA region Regular commentator in international media regarding aviation policy and operations Published an e-book (available on Amazon.com) about experiences running an airline in Africa
09/2018 to 11/2020	<p>AFRICA WORLD AIRLINES LIMITED Chief Operations Officer (Accra, GHANA)</p> <ul style="list-style-type: none"> Returned to Ghana on a 2-year contract to resume previous role as Chief Operations Officer <ul style="list-style-type: none"> Responsible for all commercial & operational activities, with 4 Head of Department level direct reports Served as the Acting CEO during the transition period between Chief Executives Directed a 30% year-on-year growth in fleet size and ASKs, with annual passenger numbers crossing 600,000 for the first time and annual revenue exceeding \$50 million amid continued profitability Achieved aircraft lease and insurance restructuring for savings of \$34 million over 6 years Led the team through a successful IATA Operational Safety Audit (IOSA) renewal audit Developed and implemented the strategic plan to grow passenger traffic via "last mile delivery" interline and code-share agreements with major airline partners, including SAA, Emirates, and others Increased direct sales to over 50% of total bookings via website redesign and mobile app launch Expanded global distribution footprint with new/expanded GDS participation agreements 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 Co-ordinated the successful resumption of domestic and international flights under enhanced safety protocols during COVID-19 pandemic, resulting in 80% traffic recovery within 6 months
07/2013 to 08/2018	<p>SKA INTERNATIONAL GROUP LIMITED Senior Group Aviation Manager (Dubai, UAE) : 2015 – 2018</p> <ul style="list-style-type: none"> In charge of managing operations and developing strategy for SKA International Group's aviation related businesses throughout the Middle East and Africa. <p>Accountable Manager (Entebbe, UGANDA) : 2014 – 2020</p> <ul style="list-style-type: none"> Accountable Manager to Civil Aviation Authority Uganda for SKA Air and Logistics (Uganda) Successfully ran project to earn an Air Service License (ASL) and Air Operator Certificate (AOC) <p>Station Manager (Ras Al Khaimah, UAE) : 2014 – 2017</p> <ul style="list-style-type: none"> 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. <p>Station Manager (Mogadishu, SOMALIA) : 2013 – 2014</p> <ul style="list-style-type: none"> 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) 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.. Led the multi-agency emergency response to an Ethiopian Air Force An-12 crash <ul style="list-style-type: none"> Co-ordinated the rescue and CASEVAC airlift of two survivors from on-site command post Appointed by the SFG to serve on the seven-person Official Accident Investigation Committee Received a commendation letter from the SFG for "leadership and assistance" in this instance
09/2010 to 10/2012	<p>AFRICA WORLD AIRLINES LIMITED Chief Operations Officer (Accra, GHANA)</p> <ul style="list-style-type: none"> 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"> 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) Managed all strategic and operational issues as Acting Chief Operations Officer and Accountable Manager with progressive handover of responsibilities to the permanent management team 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 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"> Led the team that developed over 25 required technical manuals for AOC issuance by GCAA Obtained Ghana Civil Aviation Regulation (GCAR) Part 6 AMO certification and Part 3 ATO certifications for partner organisations in China, United Kingdom and Lithuania 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

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

EDUCATION

2003 – 2005	GEORGIAN COLLEGE Barrie, ON, Canada
	Graduated from Aviation Management Program
1995 – 2001	GEORGIA INSTITUTE OF TECHNOLOGY Atlanta, GA, USA
	Majored in Aerospace Engineering and Management Transferred out with 158 University Level Semester Credits
1992 – 1995	ST. XAVIER'S COLLEGE Mumbai, India
	Passed Higher Secondary Certificate (H.S.C. Science – Standard 12) Examination with Distinction
1980 – 1992	ST. ANDREW'S HIGH SCHOOL Mumbai, India
	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)
- IATA 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
- Fully vaccinated against COVID-19 (AstraZeneca vaccine) with booster shot
- 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), and some Indian languages (Basic Proficiency)