

Abel Cowan

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AVIATION/LOGISTIC EXPERT

With over 30 years in the airline and logistics industry, I'm a seasoned executive specializing in efficiency strategies for sustainable growth. Known for process restructuring, union negotiations, and team development: My strategic approach aligns organizational goals with market dynamics, driving operational excellence and long-term success.

Aviodirect, Panama (2024 – Present)**Associate Consultant**

Provide strategic advice and consulting services to aviation clients on various aspects such as operational management, safety procedures, regulatory requirements, financial management, and technological advancements.

COPA AIRLINES, Panamá (2009 – 2024)**Outstation Senior Director (2018 to 2024)**

Responsible for overseeing operations across 79 outstations throughout The Americas, I managed a total of 320 daily flights. My role focused on ensuring the efficient and successful operation of these outstations, maintaining high standards of operational excellence and ensuring seamless coordination of flight activities across the region.

- Led strategies ensuring efficient operations, consistently achieving KPIs such as on-time performance where Copa Airlines has been the most punctual Latin American airline 9 times in the last 10 years and best Central America and Caribbean airline for 8 consecutive years.
- Planned, organized and executed the restructuring of outstations during the pandemic, overseeing the closure and reopening of 79 airports. Developed outsourcing plans for 65% of these locations, redesigned procedures to enhance operational efficiency, and successfully renegotiated contracts with ground handlers and airports, mitigating economic impact.
- Managed the successful opening of eleven new stations in the past three years, meeting all targets and deadlines.
- Researched, designed, and implemented robust contingency plans for system outage scenarios, resulting in a 70% reduction in delay time.
- Directed the annual budgeting process, and consistently achieved \$.5 million in savings through strategic initiatives over the past three years.

COPA AIRLINES, Panamá**HUB Senior Director (2014 to 2018)**

Responsible for managing operations across 330 daily flights, with the objective of ensuring seamless integration and efficiency across all facets of airport operations. This involves strategic planning, resource allocation, and meticulous oversight to uphold service excellence, safety standards, and customer satisfaction at every touchpoint of the passenger journey.

- Oversaw daily operations at the HUB, coordinating with various departments to ensure seamless passenger and cargo handling.
- Developed and implemented strategic initiatives to improve efficiency and customer satisfaction, resulting in increased on-time performance metrics. Copa Airlines was the most punctual Latin American airline and best Central America and the Caribbean airline from 2014 – 2018.
- Negotiated two separate collective bargaining agreements with unions, securing improved labor efficiencies.

- Managed budgetary responsibilities and cost control measures, achieving financial targets and developing saving initiatives for over \$.5 million yearly.
- Developed and maintained relationships with airport and civil aviation authorities, vendors, and stakeholders to ensure smooth operations and resolve issues proactively.
- Implemented a baggage tracking system that improved customer baggage service, resulting in a decrease of 20% less claims.

COPA AIRLINES, Panamá

Ground Ops Director (2009 to 2014)

Responsible for the overall management of the Ground Operations Department, ensuring seamless, efficient, and safe daily operations in accordance with the organization's standards and international regulatory requirements set by the Civil Aviation Authority.

DHL Global Forwarding/Express

Operations and Project Manager (2006 2009)

Provided operational management and support locations to ensure efficient handling and timely pick-up and delivery of customer materials and shipments, ensuring compliance with international and Company's safety, security and regulatory policies.

NORITEX, Panamá

2005 to 2006

Logistic Manager

XCC LOGISTICS, Panamá

2003 to 2005

Operations Manager

FEDEX EXPRESS, Panamá

1996 to 2003

Operations Manager (2000 – 2003)

Airport Manager (1997 – 2000)

Flight Dispatcher (1996 – 1997)

SKILLS AND COMPETENCIES

Leadership skills

Leading big groups

Strategic planning

Problem solving

Business Analytics

People/Customer oriented

Negotiation skills

Agile and Secure

Mentoring

EDUCATION

Business Administration Degree

1999 - 2004

Universidad Latino Americana

Master in Logistics

2005 - 2008

Universidad Latino Americana

References - upon Request