

EDDY A LUNA

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PROFESSIONAL SUMMARY >>

Results-oriented professional with over 10 years of experience in account management, sales management, and business development. Proven track record in driving sales growth, exceeding targets, and enhancing customer satisfaction. Exceptional communication and negotiation skills. Skilled in leading continuous improvement projects and instructional design consultancy, ensuring high-quality results.

LEADERSHIP CONTRIBUTIONS >>>

Account Management: Expert in overseeing accounts, providing valuable recommendations, and attracting new clients.

Relationship Management: Skilled in goal setting, customer engagement, and delivering value to clients.

Sales Management & Business Development: Proven track record in setting and achieving sales goals, fostering motivated sales teams, and ensuring accountability.

SKILLS >>

- **Effective Communication:** Exceptional communication skills in English and Spanish.
- **Software Proficiency:** MS Office 365, Power Apps, SAP, JIRA, NetSuite, Project, Visio.
- **Customer-Centric:** Committed to providing outstanding customer service and cultivating robust relationships.
- **Lean Continuous Improvement:** Experienced in implementing lean methodologies for process optimization.
- **Project Management:** Expertise in project integration, strategic project management, and LMS implementation.
- **Data Analysis:** Skilled in KPI analysis, interactive dashboard creation, and data-driven decision-making.

PROFESSIONAL EXPERIENCE >>>

Customer Project Manager – Consulting

May 2021 – Present

- Led the implementation of a manufacturing and fulfillment center project, driving improvement initiatives.
- Developed diverse programs, including an accident prevention program and a behavior improvement series.
- Established robust onboarding and safety training programs, ensuring compliance and continuous improvement.
- Reviewed supplier contracts, managed risk, and created impactful learning experiences.

Customer Service Manager / Special Projects – Lufthansa Technik

Jun 2012 – May 2021

- Developed and reviewed work-scopes and proposals for new and existing customers.
- Spearheaded operational topics, reporting to Head of Customer Service & Account Management.
- Negotiated sales orders, MRO contracts, and supervised the account's payment process.
- Monitored contractual commitments and performance, led special projects and assignments.
- Enhanced and optimized operational processes, including base maintenance support, aircraft modification, and retrofit campaigns, throughout the Americas region.

Sales & Operations Manager – Premier One Aviation

Feb 2011 – Jun 2012

- Implemented a portfolio of projects designed to optimize aircraft utilization by 41%.
- Marketed pilot training programs, safety programs, and aircraft sales across the Caribbean.
- Monitors department KPIs, manages performance appraisal, and distributes team goals.

EDUCATION >>>

Master of Science in Aeronautics – Embry Riddle Aeronautical University

Aug 2008 – May 2012

CERTIFICATIONS >>>

Project Management Institute (PMI) – Project Manager

Ongoing

ADDITIONAL EDUCATION >>>

- Distribution And Logistics Management - Broward College
- Project Management - Lufthansa Project Academy
- Lean Practitioner and Facilitator - Lufthansa Lean Academy

May 2021

Jan 2018

Feb 2015 - Feb 2016