

# Zaid Ghalid

## Curriculum Vitae

DOB: 20 January 1976

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Nationality: Singaporean

### **Profile:**

Manager with over 17 years of experience in a Maintenance repair organization (MRO). Started from an apprentice aircraft maintenance engineer, Senior Licensed Aircraft Maintenance Engineer, Technical Services Executive, Fleet Management Executive Line Maintenance Manager, President/General Manager based in Los Angeles, USA and currently Director/Manager Line Maintenance Marketing & Sales, Global Sales, Customer Service & BPI.

Strong in aircraft technical knowledge coupled with good business acumen. A self-driven, focused & innovative individual with a strong desire to succeed in all areas.

### **Qualifications:**

#### **Year (1999 – 2000)**

- Queensland University of Technology (QUT) Brisbane, Australia  
Bachelor of Electrical & Computer Engineering

#### **Year (1996 – 1998)**

- Served Mandatory National Service (Army, Infantry leader)

#### **Year (1993-1995)**

- Singapore Polytechnic  
Diploma in Electronic, Communication & Computer Engineering

#### **Year (1989-1992)**

- Bedok View Secondary School  
GCE 'O' level

## **Working experience:**

### **May 2001 – May 2004**

Apprentice Aircraft Maintenance Engineer (SIAEC)

- Awarded Best Apprentice for consecutive 3 years

### **May 2004 – May 2009**

Aircraft Maintenance Engineer at Line Maintenance, Singapore (SIAEC)

- Possess CAAS(Singapore) Aircraft maintenance licence with 777/747/A380 aircraft type B2 coverage

### **June 2009 – Apr 2012**

Acting Engineering Executive (Technical Services Engineer) (SIAEC)

- Selected for accelerated program for Senior Licence Aircraft Maintenance Engineer to move into executive (AO) position in the company.
- Refer job scope below

### **May 2010 – Apr 2012**

Engineering Executive (Technical Services Engineer) (SIAEC)

- Manages customer's aircraft technical aspect.
- Evaluate & advise SB/AD/EO/MB/projects
- AOG technical support
- Worked closely with OEMs (Boeing/Airbus)

### **Apr 2012– Nov 2012**

Fleet Management Executive (SIAEC)

- Manages customer fleet management account (Tiger Airways Australia, China Cargo, Air Pacific Airways, Royal Brunei)
- Worked closely with internal customer (ITM/Planning/Engineering/Quality & Safety/Line Maintenance/Heavy Maintenance/Workshop)
- Manages Accounts receivables & ensure prompt payment by customer
- Monitor customer's fleet aircraft dispatch reliability

- Manages Customer's aircraft de-lease requirement & liaise closely with the lessors
- Conducts regular Executive review meeting to customer's top Management

### **Dec 2012 – June 2013**

Assistant Manager Fleet Management (SIAEC)

- Same as above

### **Jul 2013 – Nov 2014**

Acting Manager Fleet Management (SIAEC)

- Manages a group of Fleet Management Executive & oversee overall fleet management customer accounts
- Liaise with internal/external customer's top management on issue/service level
- Recommend value added services to customers based on the fleet trend
- Budgeting forecast for the department
- Projects

### **Dec 2014 – Jan 2015**

Manager Fleet Management (SIAEC)

- Same as above

### **Jan 2015 – May 2015**

Manager Line Maintenance (SIAEC)

- Manages Customer Engineering Group (CEG) providing aircraft certification & mechanic support to various international airlines in Changi International Airport, Singapore. Manpower of 150 comprising of aircraft engineers & mechanics under my strength
- Manages department budget & revenue
- Manages authority/airline & safety audits
- Present to customer's top management on the service level & manages complains/issues
- Monitor customer's fleet dispatch reliability & recommend initiatives to improve the figures
- Strategy, cost reduction & revenue initiatives
- Worked with OEMs to resolve longstanding aircraft defects
- Provide reports & updates to top management

## **May 2015 – Jul 2017**

President/General Manager  
SIA Engineering (USA)  
Los Angeles, USA.

- Overall responsible for the aircraft line maintenance business with stations in Los Angeles (HQ), San Francisco, Seattle & New York.
- Manages Finance, HR, Quality, Logistic, Ground support equipment/Facility, Marketing/Sales & Operations
- Manages the company's growth, expansion & customer capture (Sales)
- Manages cost, revenue, profit & loss (P&L) of the company
- Accountable manager to the authority
- Strategic planning to steer the company for growth & profitability

I have succeeded in increasing our customer capture to 14 and steered the company for growth with the new setup of line maintenance stations in Seattle & New York during my 2 years stint.

## **Jul 2017 – Jan 2020**

Director  
Line Maintenance Marketing & Sales, Global Sales, Customer Service, BPI  
SIA Engineering Company  
Singapore

- Formulate and implement marketing and business development strategies in the area of line maintenance services and Line Maintenance International
- Customer capture locally & globally across our joint ventures
- Maintain good customer relationship
- Negotiate and review Line Maintenance Ground Handling Agreements/Contracts
- Oversee and finalize the preparation of new contracts and proposals
- Oversee activities to ensure line maintenance division is able to meet all contractual obligations
- Gather market intelligence necessary for the formulation of marketing strategy
- Monitor invoicing and payment for services provided to customer
- Review capital and operating budgets for the department

## **Jan 2020 – To date**

Manager Line Maintenance  
Flight Handling, Flight Ramp Handling, Equipment Maintenance  
SIA Engineering Company  
Singapore

- Accountable Manager for transit flight handling (Technical & Ramp) at Changi Airport.
- Manages a strength of 500 Licensed aircraft Engineers and Technicians with a customer base of 75 airlines.
- Manages the ramp handling services (Aircraft pushback, toilet/water servicing)
- Manages the maintenance of a fleet of 700 motorized ground equipment (Air tow tractors, Ground Power Unit, Air Cond Cart, Air starter unit etc.)
- Manages customer relations with all the airlines
- Plan and optimize manpower resources and aircraft type coverages for Engineers
- Implement policies to improve operational services
- Liaise with airport authority (CAAS, CAG)
- Oversee equipment health status and serviceability rate
- Review equipment maintenance specifications prior purchase of new equipment
- Review and negotiate with vendors on the equipment maintenance contracts
- Oversee and finalize the preparation of new equipment contracts and proposals
- Oversee activities to ensure line maintenance division can meet all contractual obligations
- Monitor invoicing and payment for services provided to customer/vendors
- Review capital and operating budgets for the departments