



Leo Edwards

Experienced Fleet Support Program Specialist

☎ (480) 555-7316 ✉ leo.edwards@example.com

🌐 linkedin.com/example/leoedwards 📍 Mesa, AZ 85201

STRENGTHS

- 📋 **Issue Ownership**
When fleet issues lacked a clear path, established owners, milestones, and decisions that moved work forward.
- ♥ **Customer Focus**
AOG pressure became actionable work, with delivery needs, constraints, and recovery steps visible through closure.
- 🔍 **Root Cause Analysis**
Looked past immediate shortages to recurring causes, helping teams choose support plans that lasted.
- 👥 **Stakeholder Alignment**
Engineering, suppliers, repair teams, and customer groups gained a shared view of priorities and next actions.
- ♥ **Operational Visibility**
Built practical tracking rhythms that gave leaders timely insight into capacity, overdue work, and material readiness.

SKILLS

- Supply Chain Management
- Project Management
- Fleet Supportability SAP
- Root Cause Analysis
- Customer Impact Assessment
- Reorder Point Analysis
- Supplier Performance
- Repair Capability

SUMMARY

Fleet support and **supply chain** program specialist with eight years of aerospace aftermarket experience across **post production material** planning, customer supportability, supplier performance, repair operations, and cross functional execution. More than six years of formal **project management** responsibility includes leading issue portfolios from identification through final execution, with clear owners, milestones, metrics, decision points, and communication rhythms. Hands on SAP experience supports demand analysis, reorder point evaluation, order coordination, inventory review, repair capability assessment, and customer delivery tracking. Work with engineering, customer support, sales, procurement, repair operations, suppliers, and fleet stakeholders to resolve **aircraft on ground** priorities, service bulletin demand, material constraints, and long term support risks. Practical root cause analysis and customer impact assessment turn incomplete signals into executable support plans that improve visibility, accountability, and fleet readiness.

EXPERIENCE

Senior Fleet Support Program Specialist

Skyward Aviation Services 📅 January 2023 - Present 📍 Phoenix, AZ

Lead fleet wide aftermarket supportability programs across engineering, **customer support**, supply chain, sales, repair operations, and **fleet leadership**. Own issue portfolios from initial signal through execution, connecting customer impact, material planning, supplier capability, metrics, and action ownership.

- Aligned **engineering** and supply chain teams around recovery plans for fleet wide material constraints.
- Used SAP demand data to refine **reorder points** and replenishment quantities for supported aircraft fleets.
- Tracked AOG **customer orders** through recovery actions, dependencies, and final delivery confirmation.
- Compared supplier capacity and repair performance against customer timing before selecting support paths.
- Built issue dashboards showing **root cause**, criticality, owners, milestones, and supply chain health indicators.

Supply Chain Project Manager

Horizon Aero Logistics 📅 March 2020 - December 2022 📍 Tempe, AZ

Directed aerospace **supply chain** projects involving aftermarket availability, supplier recovery, repair turnaround, and customer delivery commitments across multiple product lines. Built integrated execution plans and facilitated decisions among engineering, procurement, suppliers, repair teams, customer operations, and program leaders.

- Built recovery plans for aftermarket shortages using **SAP** inventory, demand, purchase order, and repair data.
- Created project plans with owners, milestones, risks, and recurring reviews for material recovery programs.
- Investigated recurring support failures through **root cause** analysis with engineering and supplier **stakeholders**.
- Established measures for supplier **capacity**, repair throughput, overdue actions, and material readiness visibility.
- Resolved competing inventory and customer priorities through documented decisions and focused stakeholder reviews.

Supply Chain Analyst

Desert Peak Aerospace 📅 June 2018 - February 2020 📍 Scottsdale, AZ

Capacity Analysis

Customer Order Management

AOG Support Service Bulletins

Metrics Tracking

Stakeholder Management

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Senior Fleet Support Program Specialist at Skyward Aviation Services (3.8 Years)

● Supply Chain Project Manager at Horizon Aero Logistics (2.8 Years)

● Supply Chain Analyst at Desert Peak Aerospace (1.7 Years)

● Materials Coordinator at Canyon Air Components (7 Months)

Supported post production aerospace material planning for in service customer requirements, combining SAP order records, demand history, inventory balances, supplier data, and repair pipelines. Delivered planning analysis and concise status reporting for procurement, **customer support**, and operations stakeholders.

- Reviewed demand history and repair pipelines to flag emerging material shortages for planners.
- Prepared reorder point analyses using consumption, lead time, available stock, and maintenance demand.
- Maintained SAP material and order records used for delivery tracking and supply exception reviews.
- Compiled supplier capacity and **performance** information for recurring operational reviews and escalation decisions.
- Reported shortages, overdue purchase orders, and repair turnaround trends to support **supply chain** health.

Materials Coordinator

Canyon Air Components 📅 October 2017 - May 2018 📍 Chandler, AZ

Coordinated aerospace component orders and material records for repair and distribution activities. Maintained accurate status information across customer orders, repairable components, supplier acknowledgments, inventory reviews, and follow up actions supporting daily aftermarket operations.

- Entered **customer orders** and verified material availability before escalating delivery conflicts to planners.
- Tracked repairable components through receipt, evaluation, repair, and return workflows for accurate status.
- Reviewed supplier acknowledgments and delivery dates to identify risks to customer commitments.
- Organized order and inventory data for weekly reviews separating immediate shortages from replenishment needs.
- Documented material exceptions and follow up actions across procurement, warehouse, repair, and **customer support**.

PROJECTS

Fleet Supportability Recovery Program 📅 2024

Created a structured recovery model for unresolved fleet issues, linking root cause, customer impact, action ownership, milestones, metrics, and communication cadence across support functions.

Aftermarket Reorder Point Review 📅 2022

Analyzed post production demand, consumption patterns, lead times, inventory, and repair pipelines to support practical reorder point and quantity decisions.

LEADERSHIP & AWARDS

- Selected as a trusted resource for complex fleet supportability questions and cross functional issue resolution.
- Recognized by program and operations leaders for clear supply chain metrics, action tracking, and customer impact reporting.
- Received Project Management Professional certification in 2022 after leading multi stakeholder aerospace supply chain programs.

EDUCATION

Bachelor's Degree in Supply Chain Management

Arizona State University 🎓 GPA: 3.5 📅 2017 📍 Tempe, AZ

Coursework: Supply chain planning, inventory management, project management, procurement, logistics

CERTIFICATIONS

- Project Management Professional (PMP) 📅 2022

- SAP Supply Chain Operations Training 📅 2021

TECHNICAL SKILLS

- **Enterprise Resource Planning:** SAP, material records, purchase orders
- **Supply Chain Planning:** demand analysis, reorder points, replenishment quantities
- **Inventory Management:** inventory balances, stock review, material availability
- **Project Management:** project plans, milestones, risk logs
- **Supplier Management:** supplier capacity, supplier performance, recovery actions
- **Repair Operations:** repair capability, repair throughput, repair pipelines
- **Customer Support Systems:** customer orders, delivery requirements, AOG support
- **Aerospace Support:** fleet supportability, service bulletins, post production material
- **Analytics and Reporting:** metrics, tracking mechanisms, supply chain health
- **Root Cause Methods:** root cause analysis, criticality assessment, customer impact

PROFESSIONAL AFFILIATIONS

- Project Management Institute, professional member focused on project delivery and stakeholder practice.
- Council of Supply Chain Management Professionals, member focused on supply chain planning and operations.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST