

Joyce M. Coleman
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BUSINESS CONSULTANT – PROJECT MANAGER

Accomplished and integrity-driven professional offering over 21 years of consistent business success on national and international levels with strong concentration and enormous success in project management, process optimization, customer service management, call center management, business start-up support, and airline operations.

Recognized as an experienced and accomplished leader with strengths in reengineering business processes, facilitating effective brainstorming sessions, developing ideas into objectives with supporting strategies, business communications, building consensus, and building “power teams” that add value to the organization and its bottom line. Very effective in “unchartered waters.”

Professional Strengths:

- Project Management
- Strategic Planning
- Customer Service Management
- Call Center Management
- Problem resolution
- Process Development

Notable Achievements:

Eagle Award Winner. One of 13 recipients from recommended candidates throughout the United States. Criteria were business achievement and community service among minorities.

Inducted into **New York YWCA Academy of Women Achievers**, class of 1993. This organization recognizes women who have made substantive accomplishments as corporate managers.

Conference Facilitator and Presenter – Institute for International Research in its “Best Practices in Service Recovery” Series.

Professional Background:

OPERATIONS & LABOR MANAGEMENT

Managed Airline’s 4,000 flight attendant **contract labor force**, including **manpower planning, schedule optimization, hiring and training, and associated budgets**. Oversight responsibility for compliance with Trans World Airlines – International Association of Machinists – Airline Workers (TWA-IAM) labor agreement – flight attendant division. **Negotiation team member** – 1999 contract between TWA and IAM.

Managed airline’s **food, beverage, entertainment, and amenity** services, including budgets, contract negotiations, product design and implementation. Restructured manpower and training to optimize staffing, while reducing overall costs and improving quality of life for labor group. **Restructured food, beverage, entertainment and amenity areas** on activity-based costing model in order to maximize effectiveness, while reducing unit costs. Customer favorable response to service improved at the conclusion of the process. Company earned coveted **J. D. Power** Award for 3 years.

Human resources, labor contract and operations airline expert. Consultant to legal firm to assess processes used and mitigate loss through research, analysis, benchmarking, and presentation skills.

Coleman...

Vice President-Client Services , Executive Team Member – Strategy and research Consultancy helping leading service organizations increase revenue by creating and sustaining customer value

2001-2002 Shook, Hardy, & Bacon
Expert Consultant.

1999 – 5/06 AAA of Missouri Insurance Division. St. Louis, Missouri.
Advisory Board Member

7/99 – 10/01 People Airways (Start-up). Oakland, California.
Start-up Management Team Member

4/95 - 7/99 Trans World Airlines. St. Louis, Missouri
Corporate Vice President - InFlight Services

1996 – 1998 International Airline Transportation Association (IATA)– InFlight Services Division. London, England.
Board Member

1997 – 1998 St. John's Mercy Hospital. St. Louis, Missouri
Advisory Board Member

1991- 1995 Trans World Airlines. Mt. Kisco, New York/St. Louis, Missouri
Staff Vice President - Customer Relations

1986 -1991 Trans World Airlines. New York, New York
Staff Vice President - On-Board Services

1977 -1986 Trans World Airlines. St. Louis, Missouri
Regional General Manager - InFlight Services

1976 - 1977 Trans World Airlines. Chicago, Illinois
Manager - Flight Attendants

1974 - 1976 Trans World Airlines. New York, New York
Staff Analyst - InFlight Services

1969 - 1974 Trans World Airlines. Chicago, Illinois
Supervisor - Flight Attendants

EDUCATION

University of Oklahoma. Norman, Oklahoma

Major: Physical Chemistry

Published results of research for Masters Thesis

Cis 1,2 Dicarboxylic Acid Cyclobutane (Acta Crystallographa)

Alcorn State University. Lorman, Mississippi

BS, 1965

Major: Chemistry

Minor: Mathematics

References available upon request