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MICHAEL T. GALKOWSKI

AOG COORDINATOR/SHORT TERM PLANNER

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● OBJECTIVE

Experienced and highly skilled account manager and marketing consultant looking for a position that develops relationships with clients based on honesty and trust, and builds on that with exceptional customer service.

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AREAS OF EXPERTISE

AOG COORDINATOR / SHORT TERM PLANNER

- 2 Manage AOG (aircraft on ground) parts needs for 56 aircraft.
- 3 Coordinate procurement of urgently needed parts by placing purchase orders and expediting shipment.
- 4 Handle loans/purchases from other airlines.
- 5 Work with Engineering, Maintenance Control, Planning, OEM's, vendors, distributors for solutions/options to get aircraft back to into service when part is not readily available.
- 6 Ensure parts are shipped with the proper paperwork and certification.
- 7 Prioritize Work Orders from AOG basis to aircraft in for maintenance checks.
- 8 Work with engineering and technicians on special projects and service bulletin implementation.
- 9 Backup support for regular buyer and repair administrators.
- 10 Plan/Schedule maintenance aircraft per FAA rules and regulations for all company aircraft.

SALES AND MARKETING

- 11 Built client base through cold calling and maintained that client base with 95% retention of clients over a 10 year period
- 12 Responsible for 500K of business per year
- 13 Coordinated sales and deliveries for construction companies
- 14 Sold gold, silver, platinum, and bronze coins at pricing set up by the company
- 15 Hard sells using cold calling to potential customers, both national and international

MANAGEMENT AND SUPERVISION

- 16 Supervise all jobs brought in, including IT Department locally and in Texas
- 17 Manage client base
- 18 Quality checked documents to ensure client specifications
- 19 Managed supply yard
- 20 Hire and train new employees

CUSTOMER SERVICE

- 21 Retained clients through exceptional customer service, focusing on a wide range of personal services
- 22 Quality checked all documents to ensure client specifications
- 23 Determine customer pricing and discount rates
- 24 Worked closely with law firms and legal departments throughout the Twin Cities area
- 25 Establish a trusting relationship with customers through frequent communication
- 26 Develop an understanding of products (coins) customer owns and find like products to increase the value of their collection, as well as expanding their collection in other areas
- 27 Coordinate contacts between customers and professional athletes
- 28 Create experiences for disadvantaged or health challenged children

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AREAS OF EXPERTISE (continued)

PRODUCTION/QUALITY CONTROL

- 29 Insure assembly line stays operational
- 30 Collect and box required parts for industrial and commercial heating units
- 31 Record all data for chemical balances on log sheets, weigh and measure chemicals
- 32 Select appropriate coatings and paints for current product on assembly line
- 33 Obtain knowledge of all equipment for proper assembly
- 34 Ensure that all orders have required parts for assembly
- 35 Load and unload trucks
- 36 Remove damaged or flawed panels for cleaning and add back to assembly line or dispose
- 37 Start and stop machines using levels, buttons, or computers

EMPLOYMENT HISTORY

AOG Coordinator / Short term Planning

Compass Airlines (Minneapolis, MN)

Feb 2016 – Mar 2020

Driver – FedEx (Bloomington, MN)

2013 – Feb 2016

Production – Energy Sales, Inc. (Burnsville, MN)

Aug 2011 – 2012

Assistant Coater – Bergquist (Prescott, WI)

Jan 2011-Jul 2011

Rare Coin Sales - New York Mint (Burnsville, MN)

Sep 2009-Nov 2010

Customer Service – XCEL Energy Center (St. Paul, MN)

2008-2009

Sales Associate Autumn Woods Landscape Supply (Elko, MN)

May 2008 – Dec 2008

Branch Manager/Sales – XACT Inc. (St. Paul, MN)

Aug 1996-Sep 2007

Wendy's Old Fashioned Hamburgers (Coeur D'Alene, ID)

Oct 1994 – Dec 1995

Log Cabin Family Restaurant (Coeur D'Alene, ID)

Feb 1992-Oct 1994



EDUCATION



●  Bachelors of Science in Sociology, Minor in English

1988

●  **ST. MARY'S UNIVERSITY OF MINNESOTA**