

Luc Levesque
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PROFESSIONAL HIGHLIGHTS

- ❖ **Led and implemented complex projects** — mitigated risks, managed requirements, and worked with project stakeholders while managing expectations at the department and project levels.
 - ❖ **Trusted leader** known and respected for leading successful change in projects and building credibility with executive teams, customers, Engineering Teams and employees.
 - ❖ **Top-performing leader** with record of implementing successful processes that increased efficiencies and increased customer and employee satisfaction.
 - ❖ **Aviation Industry Experience** offering more than 38 years in Commercial and Business Aircraft
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PROFESSIONAL EXPERIENCE

CALIDUS AEROSPACE (UAE)

Head of Product Support

Aug 2022 – Today

- Responsible for the Development of the Operational and Technical Manuals – act as a CVE for the manuals related to airworthiness
 - Responsible for all activities related to RAMS
 - Direct the team to setup the Parts Logistic organization
 - Responsible for the Development of the Aircraft Technical Training, as well as the Flight Operations Training, including the GBTS
 - Responsible to establish the Technical Support Organization
 - Providing Technical expertise to every department related to the Technical Aircraft Operation
 - Support the Flight Test Organization and implement related processes for EIS and RAMS activities
 - Actively support Meetings with Local Aviation Authorities for Certification Deliverables
 - Meet with Customers / End-users to provide Program Feedback and Updates
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FLYING COLOURS CORPORATION

Manager, Projects - MRO and Refurbishing

March 2022 – Aug 2022

- Create, Control and Manage Budget for all MRO Projects
- Lead Master Schedule Strategy in partner with Operations and Planning
- Identify Risks at Project Initiation and follow up on mitigation plans with all stakeholders throughout the Project
- Ensure WBS fully complies with SOW and Contractual Requirements
- Prepare Weekly Project Health Reporting to ensure Predictive Financial Performance
- Primary Customer Interface for all MRO & Refurbishing Projects
- Coordinate and communicate customer needs and expectations to Internal Departments to ensure they are Project-Ready to complete Projects on-time, within Scope and Budget
- Review Processes and recommend improvements to SLT

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- Actively participate in weekly Business Strategy SLT Meetings

INNOTECH/EXECAIRE AVIATION GROUP

Manager, Aircraft Maintenance

August 2021 – February 2022

- Manage a team of more than 20 direct reports; develop staffing plans, manage workloads, define deliverables, hire resources, conduct performance reviews, and ensure compliance with established company policies
- Responsible for the conduct and performance of all aircraft maintenance activities in accordance with the policies and procedures of the MPM, OEM and applicable regulatory authorities
- Ensure that facilities and support shops are kept in an orderly condition and that all the tools and equipment are sufficient to accomplish the maintenance tasks for the type of aircraft being maintained
- Coordinate all activities to high standards of operational safety throughout the base to perform the statement of work

- Manage and coordinate resources and manpower requirements for all the maintenance activities
- Schedule and manage the maintenance activities
- Develop and implement continuous improvement plans related to maintenance activities
- Support the Manager, Quality Assurance when audits are being performed and participate to the development/implementation of corrective actions
- Actively participate in the safe operations of the company by providing Occurrence Reports through the SFRMS when situations occur that have or may have compromised safety
- Manage NDT resources and manpower to maintain NDT approbations and qualified personnel in all levels
- Ensure all NDT test equipment is maintained according to applicable company and/or customer quality system requirements
- Ensure that the performance of all NDT work and documentation control is in accordance with applicable company Policy and Procedure Manual

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MITSUBISHI AIRCRAFT CORPORATION (MITAC) JAPAN

**Manager Reliability, Service Engineering
and Technical Publication
Customer Support**

March 2016 – March 2021

- Manage multicultural global teams including up to 16 direct and indirect reports; developed staffing plans, manage workloads, define deliverables, hired resources, conducted performance reviews, and ensured compliance with established company policies.
- Spearheaded the activities surrounding the creation and implementation of the first FRACAS report for the M90
- Led the creation and implementation of Standard Operation Procedures for Service Engineering and Reliability Teams
- Created plans for Start Up Team (SUT) and Field Service Representative (FSR) to support Customers at EIS – MITAC and Suppliers

- Discuss potential Design Improvements with Engineering Team Leadership following results from Flight Test data
- Active member on the Change Board (PR approval and recommendations)
- Promote, support and educate the Team as a Safety Focal for the Customer Support staff in Nagoya
- Chair the internal Customer Support Steering Committee
- Build a team of highly talented specialist to achieve more than 95 % readiness for EIS in less than 15 months (from practically about 5 %)
- Issued deliverables at 100% completion in MPP

- Manage and lead monthly Technical Review meeting with Customers
- Co-Chaired Kaizen activities to improve internal process
- Developed action plans following Customers Satisfaction Survey feedback
- Lead the development of Fault Isolation Manual Analysis data to be submitted to Technical Publication for the issuance of the FIM
- Lead the creation of the OMS Nuisance Message list and the development of the mitigation plans (reset procedures)
- Led and supported Aircraft Systems M90 Introduction training to JCAB
- Led a team of expert to develop the data to publish the Aircraft Technical Publication AMM/IPC

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BOMBARDIER AEROSPACE

**Senior Field Service Representative
(Business Aircraft Product Support)**

February 2004 – March 2015

- Provide technical support on airframe/powerplant/avionic systems
- Provide on-site guidance to customer and facilitate integration of Bombardier aircraft into customer's operation in a safe, efficient and economic manner.
- Provide information and informal training on technical, operational and logistical matter related to the aircraft's operation and maintenance to the customer.
- Set priorities and escalate concerns within the customer's organization and Bombardier.
- Update Business Aircraft management of customer's operational and maintenance issues/concerns.
- Identifies areas of the customer's operation or procedures suitable for improvement as related to the operation of Bombardier aircraft, inclusive of SB, AD etc
- Influence customers to take action recommended by Bombardier to improve performance and satisfaction with Bombardier's product.
- Interfaces with the customer's organization at all levels and help operators to comply with local regulatory authorities.
- Lead / support Bombardier field parties or start up teams as they carry out modifications' retrofits, product improvement installations and damage repairs at the customer's facility.
- Build effective working partnerships across functional department and key influencers within Bombardier to enhance the customer experience.
- Set budget in own territory for the full year and track the expenses throughout the year to ensure compliance with the company objectives.

BOMBARDIER AEROSPACE

Project Manager (Temporary)

May 2010 – August 2010

- Perform supervisory responsibilities for assigned employees and areas, personnel decisions concerning disciplinary issues and employee schedules and leave.
- Serve as customer primary point-of-contact in communicating, coordinating, and follow-up for items such as time / labor / material quotes, preliminary invoices progress updates, customer approval and debrief on work packages, resolutions of squawks and warranty issues.
- Perform Project Management duties for aircraft to include identification of potential risks and management of constraints.
- Pre-plan, develop and maintain schedule through aircraft delivery and follow-up.
- Monitor and oversee work flow to ensure work package is on schedule and within budget. Ensure that work is performed in accordance with MOE and return aircraft to service after maintenance.
- Produce maintenance and other employee reports as assigned.
- Review, approve, and sign final customer invoice as needed, (i.e., warranty negotiations, and revision of service orders (SVOs).

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- Perform post work package activities, (i.e., customer follow-up calls, resolve customer issues after departure, review invoice and margins, set-up outside sales for parts not received, and send parts / supplies to customer).
- Responsible for meeting or exceeding facility financial objectives on the project.
- Encourage and promote a safe work environment by supervising a safety / security program which includes operation of support equipment, aircraft systems and general housekeeping. Ensure that regular established safety / security audits are conducted and discrepancies are addressed.

AIR CANADA

Fleet Controller (MOC/MCC)

February 2000 – January 2004

- Supervise work and provide troubleshooting to non-maintenance stations around the world.
- Provide central coordinating point for all Line Maintenance activities on around-the-clock basis including operating emergency situations.
- Provide guidance, technical assistance to Line Maintenance stations, Flight crews and Flight dispatch
- Manage Minimum Equipment Lists (MELs) and CDL in Maintenance Deviation Program and provide MEL authorizations to Flight Operations as well as maintaining awareness.
- Evaluate, assess and coordinate down line effects of mechanical incidents and coordinate flow of information between Scheduling, SOC, STOC, Purchasing and Supply as well as Technical Services divisions and Line Stations.
- Monitor and record aircraft operating incidents, irregularities and delays and prepare Daily Maintenance Operation Summary.
- Monitor deferred Aircraft Maintenance Production work and significant program delays and report deviation files and aircraft operation record.

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WORK HISTORY

Innotech Exeaire Aviation Group Manager Aircraft Maintenance	2021 - 2022
Mitsubishi Aircraft Corporation Manager / Customer Support Reliability and Service Engineering	2016 - 2021
Discovery Air Technical Services Lead Hand - Supervisor / Senior Licensed Avionic Technician	2015 - 2016
Bombardier Aerospace, Business Aircraft Division Senior Field Service Representative	2004 - 2015
BAS Amsterdam (Temporary assignment) Project Manager	May 2010 – August 2010
Air Canada Technical Instructor (B767 / CRJ) and Maintenance Controller	1998 - 2004
Lead Avionic Technician	1984 - 1998
Different Airlines (by descending order) – Innotech Aviation, Inter-Canadian, Saudi Arabian Airlines (based in Riyadh), Nationair, Air Canada, Air Transat, Wardair, Canadian Airlines, Nordair)	

EDUCATION

Adult Education Certificate, St-Francis Xavier University, Nova Scotia

Avionic Technology Diploma, College Edouard Montpetit, Quebec, Canada

INTERESTS / HOBBIES

Snorkeling, bicycle rides, tourism, reading, cooking