

ASHLEY ANDRACCHIO

C O R P O R A T E A V I A T I O N
M A I N T E N A N C E O P E R A T I O N S

To whom it may concern:

I've built my career from the ground up by learning fast, adapting even faster, and turning complex systems into something people can actually use. With hands-on experience supporting maintenance tracking software, planning, procurement, and integrated operational systems, I'm comfortable working across every layer of a platform to troubleshoot issues and keep things running smoothly.

My experience spans multiple departments and functions—including procurement, logistics management, aircraft maintenance planning, and quality control—within FAR Part 145 Repair Stations, with a strong focus on supporting FAR Part 91 and FAR Part 135 fleet operators. Working across these areas has given me a deep understanding of how systems are used in the real world, which I believe uniquely equips me to learn, understand, and help others navigate complex software from both the user and engineering perspectives. I enjoy working directly with customers, digging into how systems actually behave, and translating that complexity into clear, practical guidance that helps people get real value from the tools they use.

I'm often the go-to point of contact for professionals who need help navigating technical, regulatory, or system-related challenges, and I take pride in translating complexity into clear, practical guidance. My goal is simple: help users solve problems, get real value from the tools they use, and make complex systems work better for everyone.

Sincerely,



856-462-5950

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1055 Cattell Road
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ASHLEY ANDRACCHIO

CORPORATE/BUSINESS AVIATION
MAINTENANCE OPERATIONS

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WORK EXPERIENCE

Director: Supply Chain, Revenue Management & Technical Systems

Velocity Maintenance Solutions LLC
New Castle DE | March 2021 - September 2025

- **Systems & Reporting:** Architect and administrator of the company's Corridor Aviation Software System, having built the production database entirely from the ground up and integrated it with regulatory requirements as well as accounting functions. Solely responsible for system configuration, troubleshooting and expansion including creating all users, rules, permissions, and training resources. Developed and delivered comprehensive training for personnel across every department, including non-Corridor users, to ensure seamless adoption. Accountable for all financial, operational, and performance reporting—weekly, monthly, quarterly, and annual—leveraging data to drive informed leadership decisions.
- **Strategic & Financial Integration:** Skilled at aligning operational and financial plans with organizational objectives to deliver measurable improvements in customer satisfaction, profitability, and working capital. Experienced in financial reconciliation, month-end close, forecasting, pricing strategies, and revenue optimization.
- **Operations & Supply Chain Leadership:** Direct oversight of procurement, warehouse management, logistics, and maintenance planning to ensure smooth business operations. Strong background in vendor relations, facilities coordination, and contract oversight.
- **Regulatory & Compliance Expertise:** Developer and manager of hazardous materials shipping program, including initial and recurrent training of authorized shippers, ensuring compliance with regulatory standards. Working knowledge of most airframe maintenance manuals, various CAMP (Continuous Airworthiness Maintenance Programs), current FAA regulations (Part 91, Part 135, Part 145) in which I use this knowledge to guide employees through training and clients through compliance and maintenance planning.
- **Sales & Business Development Support:** Manager of estimating/quoting and partner to the Aircraft Maintenance Sales Department, assisting with proposal development, material quoting, and identification of ancillary revenue opportunities.
- **Data-Driven Decision Making:** Advanced skills in analyzing scheduling, pricing trends, market patterns, customer behavior, and competitor activity to inform strategies, mitigate risks, and maximize profitability.
- **Leadership & Collaboration:** Experienced in leading management meetings, presenting key performance indicators, and aligning cross-functional teams with company objectives. Adept at developing guidelines, policies, and procedures to optimize revenue cycle performance and organizational growth.
- **Continuous Improvement & Growth:** Strong record of identifying trends, opportunities, and critical success factors to enhance efficiency, maximize technology, and support strategic decision-making at the senior leadership level.

SKILLS

- Databases
- Networking basics
- Operating Systems
- Cross-platform software
- Integration testing
- System testing
- Critical Thinking
- Aircraft Maintenance Planning
- Hazardous Materials Shipping
- Accounting
- Vendor/Customer relationship building/maintenance

SOFTWARE/OPERATING SYSTEM EXPERIENCE

- Corridor Aviation Software
- Quantum Aviation Software
- Total FBO Aviation Software
- Camp Systems, Camp MTX, Cesscom
- Ramco Systems
- Quickbooks Online
- Transaction Pro
- Microsoft 365 (All programs)
- Windows Operating System
- Adobe Creative Cloud Applications

EDUCATION

The Art Institute of Philadelphia

Bachelor's Degree
Culinary Arts
2008-2010

Philadelphia Electrical & Technology
Charter High School
High School Diploma
3.6 GPA
2001-2005

Materials Manager

Jet East Corporate Aviation / Trenton NJ / 2018-2021

- Improved resource allocation to promote efficiency and deadline management.
- Implemented and maintained all processes related to internal and external procurement of all materials, parts, supplies and services required at minimum cost, consistent with delivery requirements and quality specifications; operated in compliance with company safety practices as guidelines set forth by the Federal Aviation Administration related to material handling.
- Managed 6 daily direct reports, drafted schedules and comprehensively evaluated performance
- Initiated Requests for Quotations and Proposals analyzing proposed pricing from potential suppliers.
- Monitored stock levels and established order policies to balance inventory availability with minimal investment.
- Developed and maintained Hazardous Material Shipping program in accordance with Federal Aviation Administration requirements.
- Reviewed and approved supplier payments as needed.
- Authorized purchase orders and consumables through Total FBO Software System.
- Coordinated logistics for \$2.8 million net per year operations.
- Worked closely with purchasing team, leveraging power of commodities and materials in outlining trade and distribution agreements.
- Other duties as assigned.

Materials Manager

Dumont Group, LLC / New Castle DE / 2015-2018

- Directly responsible for procurement for Dumont MRO's 3 base locations and Dumont JETS AOG Department.
- Managed shipping and receiving at Volo Direct, Dumont's 40,000sq ft warehouse.
- Demonstrated working industry knowledge of aircraft parts, aircraft systems, airframes, and maintenance procedures.
- Conducted market search for available parts and approved purchases.
- Managed 6 materials coordinators to provide timely and accurate support to aircraft in work in the MROs, as well as aircraft in work by external vendors away from base.
- Actively managed vendor relationships to lower costs and ensure timely delivery of purchased materials.
- Negotiated with vendors to source and purchase materials based on quality, price, terms, and lead times.
- Supported 24/7 AOG coverage by reserving AOG Technician's travel arrangements along with coordinating global shipment of parts/tooling needed to AOG Aircraft
- Managed inventory stock levels and inventory consolidations based on historical sales data.
- Created and improved upon process changes that improved quality, drove efficiencies, and reduced costs of materials department.
- Created and gained approval for maintenance quotes, reviewed invoices for payment, and worked directly with accounting team to resolve any issues in invoicing processes.
- Conducted periodic internal departmental audits.
- Monitored and conducted required training of personnel.
- Other duties as assigned.

Ramp Customer Service Manager

American Airlines / Philadelphia, PA / 2015-2015

- Responsible for "below the wing" on-time & safe departure of multiple aircraft simultaneously.
- Communicated with managers, peers and team members, both within my immediate department, as well as with other departments regarding daily operations.
- Responsible for administering and adhering to company policies and procedures.
- Responds to employees' professional and personal issues.
- Investigated discrepancies and compiled statistical data for compliance purposes.
- Responsible for writing delay analysis and irregularity reports.
- Used cross-functional teams to generate and implement quality improvement ideas.
- Evaluated team performance through corporate quality control measurements, such as observations, CSI feedback, CSA data and customer complaints and compliments.



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TECHNICAL SUPPORT & SYSTEMS
OPERATIONS

WORK EXPERIENCE

Director - Supply Chain, Revenue Management & Technical Systems

Velocity Maintenance Solutions LLC | New Castle, DE
March 2021 - September 2025

- Served as the primary technical point of contact for internal teams and external partners, resolving complex system, configuration, and data issues across multiple platforms via email, phone, and live collaboration.
- Quickly learned and supported a complex ecosystem of platforms, including:
 - Corridor Aviation Software, Quantum Aviation Software, Total FBO, CAMP Systems (CAMP, CAMP MTX, Cesscom) & Ramco Systems.
- Architected, configured, and administered Corridor Aviation Software, building the production database from the ground up and supporting ongoing enhancements, troubleshooting, and system scaling.
- Diagnosed and resolved integration-related issues between operational systems and accounting platforms (QuickBooks Online & Transaction Pro), ensuring accurate data flow, reconciliation, and reporting.
- Acted as a technical guide for users implementing and adapting software workflows, translating business requirements into system configuration, rules, permissions, and reporting logic.
- Created and maintained internal technical documentation, training materials, and implementation best practices to support system adoption and reduce recurring issues.
- Delivered hands-on training to users across all departments, adapting explanations to both technical and non-technical audiences.
- Maintained detailed records of issues, resolutions, and process improvements to support continuous learning and system optimization.
- Partnered closely with stakeholders to analyze system behavior, identify root causes, and implement effective workarounds or permanent solutions.
- Demonstrated a customer-centric support mindset, balancing urgency, clarity, and empathy while helping users resolve issues and achieve desired outcomes.
- Leveraged a strong understanding of how web-based applications operate, including user permissions, data structures, workflows, and system dependencies.
- Collaborated cross-functionally to support pricing, reporting, compliance, and operational workflows, often acting as the bridge between technical systems and business users.

API & INTEGRATION READINESS

- Hands-on experience supporting integrated SaaS environments and diagnosing data flow issues across platforms.
- Strong foundational understanding of REST APIs, JSON, and XML with the ability to quickly ramp into hands-on usage and documentation.
- Proven ability to independently learn new systems, tools, and technical concepts in production environments.

Technical professional with 5+ years of hands-on experience supporting SaaS platforms and integrated systems. I enjoy digging into problems, figuring out what's actually going wrong, and explaining solutions in a way that makes sense to users. Comfortable working with web-based applications, system configuration, and integration-related issues, and quick to pick up new technologies like REST APIs, JSON, and XML. Known for being reliable, detail-oriented, and easy to work with in fast-paced environments.



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