

Louie T. McClain II

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Summary of Qualifications

As a Disrupting Everyday Bias Facilitator with American Airlines, I was a part of a tenacious team that instructed and led support staff and management in practical ways of championing hidden bias and creating a thriving, and more cultured workplace. In the Flight Standards Department, I monitored and ensured standardization of all line check airmen through ongoing training and manual updates, In my role as a Development Partner with Crew Scheduling, I was responsible for providing digital innovation, training strategies, and other supporting activities for a variety of applications including, but not limited to the company's LMS via SumTotal, Microsoft Office, and Adobe Captivate. I assumed responsibility for ensuring my team's overall success by conceptualizing and developing new initiatives to deepen partner relationships and boost productivity. Furthermore, I am skilled in identifying areas of inconsistency in departmental structures and in constructing plans of improvement to boost efficiency.

Selected Skills and Accomplishments

- ❖ Leading, motivating, and developing a high performing group of leaders.
- ❖ Proficient in conducting organization wide training, needs assessments, and identifying skills or knowledge gaps that need to be addressed. I have mapped out training plans, designs, developed training programs, and implemented them.
- ❖ Recognized as a Top Performer in the AAdvantage Customer Service department & was selected numerous times to serve, alongside executive management from various departments, on teams that helped boost efficiency in the Loyalty Program.
- ❖ Created a policy and procedure manual for Tarrant County employees and facilitated trainings based off the manual for departmental staff members. Served as a Subject Matter Expert and assisted with the initial training as well as the ongoing rollouts of the newly implemented Juvenile Case Management System for Tarrant County Juvenile Services.
- ❖ Founded a non-profit organization that connects individuals with background complications with jobs as well as grants scholarships to impoverished students in Liberia, West Africa.
- ❖ Founder & CEO of a Global Publishing Service whereby I develop business strategies and plans ensuring their alignment with short-term and long-term objectives. Furthermore, I oversee all operations and business activities to ensure they produce the desired results and are consistent with the overall strategy and mission.

Professional Experience

[01/2024 – Present] Building Pathways Inc. Fort Worth, TX
Director of Programs

[01/2013 – 12/2023] American Airlines Group Fort Worth, TX
Trainer – Flight Standards Department (03) 02/2023 – 12/2023
Flight Standards Scheduler (03) 08/2019 – 02/2023
Implicit / Unconscious Bias Facilitator (04) 03/2019 – 06/2019
Development Partner (04) 07/2017 – 01/2019
Training Assistant (03) 04/2016 – 06/2017
Crew Coordinator (03) 06/2015 – 04/2016
Crew Scheduler (01) 03/2015 – 06/2015
Envoy Crew Scheduler (01) 05/2014 – 03/2015
AAAdvantage Customer Service Representative (53) 01/2013 – 05/2014

Education

[01/2008 – 08/2009] University of West Florida Pensacola, FL
30 Graduate Credit Hours of Criminal Justice Administration

[09/2004 – 12/2007] Pensacola Christian College Pensacola, FL
B.S. Criminal Justice w/ Minor in Marketing

Certifications

FAA Aircraft Dispatcher Certificate Issued 12/11/2014

References

Maria Figueroa – Flight Standards Manager (682) 203-8317
Jose Molina – Flight Standards Manager (817) 939-0211
Anna Burroughs – Sr. Specialist, Diversity & Inclusion (972) 768-1042
Jeremiah Anderson – Economic Dev Manager (773) 680-4424