

MARCELO PEREIRA DO CARMO

Aviation Professional with 12 years of Air Traffic Control experience at Rio-Galeão International Airport delivering best-in-class operations, service, safety and security to our staff and passengers.

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PROFESSIONAL EXPERIENCE

CONSÓRCIO RIO-GALEÃO INTERNATIONAL AIRPORT (US AIRWAYS / ETHIOPIAN AIR / TACA-AVIANCA INTERNATIONAL)

**Rio de Janeiro, RJ, Brazil
July 2014 - Sept. 2023**

Title: Apron Control Manager & Air Traffic Controller

- Managed and controlled aircraft, vehicles, and personnel in the Apron area, ensuring smooth operations.
- Demonstrated proficiency in using the integrated system to provide critical information to pilots for clearance to pushback, towing, and starting the engine in idle.
- Ensured the safety and punctuality of each flight, contributing to customer satisfaction and operational efficiency.
- Coordinated with Galeão Tower to enhance operations and mitigate any potential risks to operations.
- Instructed taxiing to enter the designated lanes and gates.

SEA AVIATION (US AIRWAYS/ETHIOPIAN AIR / TACA-AVIANCA INTERNATIONAL)

**Rio de Janeiro, RJ, Brazil
Dec. 2011 - July 2014**

Title: Airport Operations Agent / Flight Operator / Supervisor Airport Galeão

- Managed flight turnaround operations to assure ramp safety, flight security and operational procedures, while optimizing quality, punctuality and company revenue.
- Demonstrated proficiency in utilizing flight system (name: Flight Management) for various operational tasks such as feeding input and output of information.
- Provided feedback and instruction about flight operations for A318 / A319 / A320 / A321 / B737-8 / B767-W / B784-8.
- Conducted comprehensive briefings with crew in cockpit, ensuring clear communication and understanding of flight operations.
- Processed passengers, bags, freight, and fuel, contributing to smooth flight operations.
- Printed flight plans, provided meteorology reports, displaying weight and balance.

INTEGRATT COMÉRCIO E SERVIÇOS DE INFORMÁTICA (AMIL / DIX / ESO / SÉRGIO FRANCO / VICTOR HUGO)

**Rio de Janeiro, RJ, Brazil
June 2003 - March 2005**

Title: System Support

- Provided user support in a variety of problem scenarios, ensuring smooth operations.
- Demonstrated proficiency in resolving network communication errors and printer communication problems.
- Assembled and installed new systems, contributing to operational efficiency.
- Managed data recovery and server backup, ensuring data integrity and availability.
- Installed routers and wireless devices, enhancing network connectivity.

AEROFOTO CRUZEIRO S/A

**Rio de Janeiro, RJ, Brazil
Feb. 1999 – Oct. 2000**

Title: Aero-photogrammetric Operator

- Demonstrated proficiency in using Max Cad, MicroStation, and AutoCAD for map editing.
- Worked with various scales, contributing to the accuracy and precision of the maps.
- Played a key role in the production of cartographic maps, contributing to the company's operations.

EDUCATION

Pontifical Catholic University, Rio de Janeiro, RJ, Brazil
Major: Information System

PUC-RIO Unigranrio University, Rio de Janeiro, RJ, Brazil
Major: Business Administration

FOREIGN LANGUAGES

Portuguese / English / Spanish / French / German / Mandarin

AVIATION COURSES

- Flight Dispatcher
- Phraseology – FAB (RBAC 100-16)
- Radio Operator (Radio frequency / Analogical and Digital) (IPTA B – Provision of Aeronautical Service)
- Saphir TATIC – FAB / (Coordination with a Galeão Tower)
- Amadeus Manager / Seasbre
- Apron Control - FAB (Aero Bahn Aircraft Tracking)
- Weight and Balance – TACA/AVIANCA
- Dangers Good -TACA/AVIANCA
- Flight Security – TACA/AVIANCA
- Aero Bahn Surface Manager – SAAB
- Airplane–Rockwell Collins – Flight Information Solutions
- Fire Fighting -Rio Galeão
- SGSO / AVSEC -Rio Galeão

INFORMATION TECHNOLOGY COURSES

- Cisco Certified Network Associate (CCNA) Certification - Routers Setup
- ADV Informática – Admin Net Windows Server
- ADV Informática –Project Install Data and Voice / Wireless
- Cable Network and Wireless Solutions / Network Security / ADSL Signal / WiFi
- Data Recovery / Maintenance Routines
- JFW Informática – Windows 10 and Office 2014
- Meg@ Informática - Corel MX and Photoshop CS
- Meg@ Informática – Web Designer and Web Developer

Experience in aviation

(Exclusive as an airline employee)

Avianca / Taca / Us Airways / Aeromexico / Ethiopian Airlines

Position: Flight Operations / Operations Agent / Airport Supervisor

Tasks performed:

Responsible for monitoring the arrival and departure of airline flights, informing each team involved in the flight, the estimate of their duties. (Pilots / Maintenance / Ramp Leader /

Operator of Cargo / Onboard Service / Fuel company / AIS Room / Control Tower / Airport Security

ETA/ETD

Arrival time / Departure time

Open flight system: AMADEUS / SEABRE

Entering the flight information to inform the entire team involved in the operation.

ETA/ETD, Gate, Estimated Passengers / Estimated Baggage / Estimated Cargo / Dangerous Cargo /

Pet or Animal boarding at the gates / Special Service / Estimated fuel / Vaccines /

Passengers feeling ill requesting medical assistance upon arrival of the aircraft.

Confirmation with AIS Room whether the flight plan is confirmed for flight departure.

Briefing with the flight crew (pilots)

Delivery of flight documents (Flight plan) / Weather / Fuel / MEL (Minimum Equipment List),

Closing the flight, delivering the Load Sheet which is the final documentation of the number of passengers, luggage and cargo, fuel, closing the flight, waiting for closure of doors and beginning of the aircraft pushback.

Pushback reference: <https://www.youtube.com/watch?v=pRoaaowPqc8>

Briefing with aircraft maintenance: MEL (Minimum Equipment List) / Quantity of fuel / Informed the fuel company of the aircraft's position and arrival time so that the fuel truck was ready to refuel the aircraft.

Briefing with the Ramp Leader: Informing estimated baggage, estimated load, quantity of operators on the ramp, cleaning the aircraft, replenishing drinking water.

Inform last minute to remove luggage and cargo, for some reason due to weather or passenger who did not board.

Briefing with airport security bodies.

Briefing with boarding service: aircraft position and estimated time.

Note:

Each flight has its peculiarities, such as being delayed, maintenance problems, type of aircraft, request for inputs.

However, our aim in the perfect scenario is that everything happens safely and on time.

Below are some photos that show a little of our operation.



Flight Operations, Class in Bogotá, Colombia 2013, understanding weight and balance of aircraft on different types of aircraft.



Here we are inside the A319 aircraft, following the cleaning, maintenance and waiting for the crew to begin boarding passengers.



In the aircraft cockpit, carrying out operational briefings, responding to crew requests.



Photo with colleagues from the operation, happy with another successfully completed flight without delay, this synergy gave us strength to continue our work with passion and love for what we do.



Inaugurating the Aeromexico Airline base in Galeão -GIG-RJ

During the 2014 World Cup we released 13 aircraft simultaneously in a great operational synergy with the entire team.

Aviation Experience

(Exclusive as an employee of
Galeão Airport - Rio de Janeiro)

INFRAERO / ODEBRECHT / CHANGI - Rio Galeão Consortium

- During the consolidation of the Rio Galeão consortium, the selection process for operations initiated at the Rio Galeão airport facilities.
- After completing several interviews and tests, I was approved to start as an airport operator in the operations center, COA (CENTRO DE OPERAÇÕES AEROPORTUÁRIA in Portuguese = also known as “Airport Operations Center” in English).



#SomosRIOgaleão - Nicolle (Centro de Operações Aeroportuária)

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“Operations Center” YouTube video link:

<https://www.youtube.com/watch?v=Fa36kmRTqYU>

Position: Operations Center Operator - COA (Airport Operations Center).

Responsibilities:

- Informing the airport site through Integrated Systems, the flights of airline companies, aircraft position (Gate / Remote) / Estimated landing, take-off time / conveyor belt baggage / boarding and disembarking gate for national and domestic flights.
- This information is reflected on screens in the airport lobby, so that every airport site could monitor and carry out their work, boarding and disembarking.

- We received their respective flight schedules from all airlines, where we inserted this data in the system, we carried out the AIRCRAFT ALLOCATION, the aircraft allocation was decided in which position on the apron it would be upon arrival, each type of aircraft would be in a position that could receive the correct size of its equipment, an A320 would be in a smaller gate space, different of a B-747-8 / B-777W.
- Informed airline companies of tow positions for remote position, if an aircraft we were to spend the night at the airport, we would have to allocate this equipment to another position in the apron in a way that would free up the position so that another flight could arrive to disembark its passengers, executing operational logistics.
- Operated in the PATIO TV function, this function was exclusive to follow through the cameras, the prefixes of arriving aircraft, each prefix was entered into the system and confirmed whether it was in accordance to the equipment that the company had informed on the flight network, otherwise we would have to update the system with the equipment that actually arrived.
- Worked on solving problems such as broken equipment in position, having to allocate the aircraft in other positions, manage the entry of aircraft waiting to release the position because some positions are exclusive due to the operation, requested support from ramp operators, using radio frequency, receiving alternate flights due to bad weather or some problem with the destination airport, changed the baggage carousel due to maintenance or at the request of federal revenue, reported cancellation of the flight due to maintenance, due to crew regulations, due to meteorology.
- This COA (Airport Operations Center) operator cycle lasted almost 2 years when the RIO GALEÃO consortium created the new Operations center, known as “COR”, having the same function with new equipment and systems.
- At the same period in which the new operations center was created, a new sector was opened, for this sector there was no reference in BRAZIL, because this sector would be the first APRON CONTROL FROM LATIN AMERICA, we began operations in June 2016 during the Rio de Janeiro Olympics.

Here's the link to the YouTube video that shows the new operations center:

<https://www.youtube.com/watch?v=dodgk-ARyqw>

APRON CONTROL

Position: Apron Controller / Flight Controller

Follow the link to the YouTube video that explains how Apron Control works:

<https://www.youtube.com/watch?v=4QomXCMV3YE>

Responsibilities:

- Controlled and managed aircraft, equipment, and people on the apron, so that everything continues safely and on time.
- Through information management, we carried out the operation using radio frequency to communicate with the pilots, instructions were carried out in Portuguese, English and Spanish.
- When ready, the pilot requested authorization for PUSHBACK and STARTUP, which would be the departure of the aircraft from the position to a taxi line in which you could continue to the same and make a new taxi request until the exit of the yard, where there would be a HANDOVER POINT, the pilot could change the frequency and follow the control tower to the runway threshold for takeoff.

- In addition to the camera system we used, the AEROBAHN is a tracking system for aircraft that shows the location of the aircraft in movement areas and maneuver areas, if the transponder is turned on in (ALTITUDE REPORT MODE) mode. The TATIC would be another system that we informed the arrival of the aircraft, type of equipment, origin, and destination.



AEROBAHN system screen (above), is one of the tools we used to make decisions for each movement of aircraft in and out.

I mention a summary of how we prepared to build an APRON CONTROL, in addition to the courses that we did managing the AEROBAHN, TATIC, ROCKWELL system for data entry, Phraseology in Portuguese and English, operational training, we also prepared the Manuals Apron Operations – also known as MOP.

All this synergy, sharing experiences and knowledge gave us specialized training in the operational area of airport management.



Paying a visit to the Rio Galeão yard, improving recognition of the new pier, observing the details and nuances of each position to pass a safe operation.



Operational Meeting to create manuals and regulations (MOP) within the needs of the Galeão airport.



Carrying out testing of radio frequency equipment. The Apron Control also had the function of providing information, which made it an IPTA-B, an aeronautical organization.



Preparation of operational strategies, verification of spaces and equipment in their respective JETBLAST, maintaining security on the patio.

LATIN AMERICA

Top 10 Biggest Airports

Ranked by turnaround variance

While the largest airports in Latin America typically handle fewer scheduled aircraft operations than the largest airports in other regions, on-time performance is generally good and there are only small variances between arriving and departing OTP.

Rio de Janeiro (GIG) heads the Top 10 airports for positive variance, with 85.8% of departing flights getting away on time.

Mexico Airport (MEX), the largest airport in Latin America, also has a higher proportion of flights leaving on time than arriving on time, by two percentage points.

In general, the Top 10 airports in Latin America have relatively small variances between arriving OTP and departing OTP. Buenos Aires (AEP) has the largest negative variance but this is only by 3.3 percentage points.

Rank	Code	Airport Name	Total Flights	Arriving OTP %	Departing OTP %	Variance %
1	GIG	Rio de Janeiro	113,077	82.9	85.8	2.9
2	PTY	Panama City	134,155	87.4	90.1	2.8
3	MEX	Mexico City	402,683	80.0	82.5	2.5
4	VCP	Sao Paulo Viracopos	98,497	81.4	83.8	2.4
5	BSB	Brasilia	125,930	84.8	85.0	0.2
6	GRU	Sao Paulo Guarulhos	244,229	79.7	79.8	0.1
7	SCL	Santiago	138,311	80.7	80.0	-0.6
8	BOG	Bogota	265,969	69.4	68.4	-1.0
9	CGH	Sao Paulo Congonhas	176,138	83.0	81.8	-1.2
10	AEP	Buenos Aires Aeroparque J Newbury	123,718	75.7	72.4	-3.3

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In 2017, we received the OAG award, being the number 1 airport in LATIN AMERICA, in aircraft movements in the yard with greater operational efficiency, this was one of the responses that we needed to understand that our pioneering project was successful, and that other airports have been observing our work to replicate our success to other airports.

Challenges are routine in the airport management operation that we experience, it would not be possible to tell everyone more about how many times we receive alternating flights in large numbers, threats of a bomb on aircraft, report of passenger feeling ill on board, aircraft that was supposed to alternate due to bad weather and lands off the runway, the aircraft has just left in taxi and asks to return due maintenance, new flight baptism, flight baptism of the pilot who is retiring, coordination of flight entry and exit with the control tower during these 12 years working in aviation gave us a specialization that evolves every day, where we simplify our decision-making decision making airport operations safer and more punctual.

Guarulhos , 14th of March of 2023.

For whom may concern.

RECOMMENDATION LETTER

This letter is to confirm that I, RAMON RODRIGUES DE OLIVEIRA, had the opportunity to work with MARCELO PEREIRA IN 2014, while he was AIRLINE OPERATIONS AGENT, providing service to Aeromexico in Rio de Janeiro.

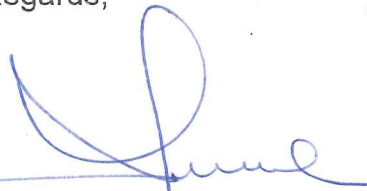
I was the airline's STATION MANAGER for the period that we worked together. During that time he provided service to Aeromexico, Marcelo consistently demonstrated a high level of enthusiasm, initiative and professional demeanor that is highly in demand in the Brazilian Aviation Market.

Organized and diligent, Marcelo quickly learned the company system and procedures.

On a final note, Marcelo is a hardworking, top-performing Airport operations professional and I strongly believe any opportunity will only enrich her both professional and personal skills.

Kindly let me know if you need any further information about this letter.

Warm Regards,



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