

# Noah Kimball

10203 Ebb Tide Ln

Laurel, Maryland 20723

Phone: (225) 362-9682

E-Mail: [Kimball.Noah@gmail.com](mailto:Kimball.Noah@gmail.com)

## Relevant Experience

---

**Chik-Fil- A, Knoxville/Fountain City, TN**

**June, 2020 – August 2020**

**Director (in training)**

- Serve in various front of house roles
- Tasked to evaluate drive through and propose recommendations to increase efficiency
- Ensure customers enjoy an excellent dining experience

**Southwest Airlines, Nashville, TN**

**February 2019-June 2020**

**Ramp Agent Supervisor**

**Full-Time (40+Hours/Week)**

- Responsible for implementing, and ensuring subordinates' compliance with emergency preparedness protocols in emergency situations (i.e. COVID-19 pandemic, inclement weather, hazardous incident, fire, active shooter and other situations covered by Station Emergency Plan)
- Certified Quality Assurance/Quality Control (QA/QC) Lead Safety Auditor responsible for station emergency planning, equipment safety inspections, and upkeep.
- Amidst the COVID-19 pandemic, tasked with executing Southwest Airlines and CDC directives to ensure the health and safety of employees, including initial determinations of subordinates' fitness for duty.
- Selected to be a member on Southwest Airlines' key commodity tracking project which required 100% weekly domestic travel to ensure company compliance with FAA guidelines on aircraft cargo weight and balance scanning procedures
- Effectively utilized decision support tools to provide recommendations and increase situational awareness of deficiencies to domestically located station managers
- Conducted data collection spanning ten domestic stations to assist in the development and training of new and improved cargo logistics program, resulting in a higher degree of accuracy and continued commitment to customer health and safety
- Tasked with carrying out new Southwest Airlines compliance policies to ensure that the company and employees adhere to state and federal guidelines
- Responsible for hiring and managing ramp agents. Established clear evaluation criteria to identify new high performing employees and regular conducts performance evaluations of subordinates.
- Expertise in using and training employees on how to use Southwest Airlines new commodity tracking tools.
- Demonstrates strong multi-tasking skills. Maintained deicing coordinator certification enabling effective employee training, equipment management and maintenance, all while supervising 30 deicing agents.
- Makes certain that employees have a clear understanding of responsibilities ensuring successful ramp operations and maintaining strategic communication with fellow team members and airport operations management.

**Southwest Airlines, Ft. Lauderdale, FL**

**March 2018-February 2019**

**Provisioning Supervisor**

**Full-Time (40+Hours/Week)**

- Effectively directed all phases of aircraft provisioning including maintaining sufficient safety, sanitary, food, and beverage supplies on all planes and in employee areas.
- Provided direct oversight of and collaborated closely with over fifty employees, including team member shift scheduling, personnel task assignments, and maintaining of workplace safety standards.
- Certified QA/QC Lead Safety Auditor responsible for station emergency planning, equipment safety inspections and upkeep, and appropriate processing of administrative duties.

**Southwest Airlines, Newark, NJ**

**February 2017-February 2018**

**Ramp Agent Supervisor**

**Full-Time (40+Hours/Week)**

- Efficiently managed ramp operations including strategic communication with team members and airport management.
- Certified deicing coordinator responsible for training, equipment management and upkeep, and supervising deicing agents.

**Southwest Airlines, New Orleans, LA**

**September 2015-February 2017**

**Ramp Agent**

**Full-Time (40+Hours/Week)**

- Southwest-certified ground deicing agent.
- Regularly responsible for the successful completion of complex tasks assigned by supervisors with minimal direction.

**References are available upon request.**

## **Certifications & Education**

---

### **Southwest Airlines – Various Certifications**

- Lean Six Sigma Certification, White Belt (Yellow Belt in Progress) **December 2017-Present**
- Southwest Airlines QA/QC Certified Supervisor **February 2017-Present**
- CPR Certified **March 2019-Present**

### **Harford Community College**

- Major in Criminal Justice, Athletic Honor Roll **August 2014-December 2014**