

Maxwell A. Turnage

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EDUCATION Embry-Riddle Aeronautical University, Prescott, AZ
Bachelor of Science in Aviation Business Administration August 2022 - December 2025
GPA 3.87/4.0

RELEVANT

COURSEWORK

Airline Operations.	Corporate Finance.	Human Factors.
Managerial Accounting.	Business Data Analytics.	Marketing.
Airport Management.	Business Law.	BIS.

PROFESSIONAL EXPERIENCE

United Airlines, Los Angeles, CA May 2025 - August 2025
Airport Operations Intern, Customer Service

- Built dashboards and applications to standardize data reporting using Power BI.
- Worked on net promoter score improvement initiatives.
- Developed employee recognition programs using automation.
- Proposed and implemented projects for cross-divisional cooperation and benefit.

American Airlines, Phoenix, AZ June 2024 - August 2024
Hub and Gateway Operations Strategy Intern

- Developed company-wide mandatory overtime processes for airport operations.
- Analyzed, modeled, forecasted, and audited contracted special services operation.
- Created Microsoft Excel tools for staffing management using forecasting models.

Volunteerism

Pristeen Foundation, Westminster, CA June 2021 – July 2023
Chief Operating Officer, Volunteer Position

- Founded, registered, and arranged the 501(c)(3) non-profit.
- Provided environmental education and awareness to high school students.
- Established relations with education and community leaders.

San Diego Public Library, Carmel Valley Branch June 2017- April 2020
Lead Teen Volunteer

- Assisted with early childhood reading and literacy programs.
- Managed and led arts & crafts, STEM, and holiday programs.
- Led activities for 20 to 30 children ages 4 to 12.

SKILLS Computer: MS Office (Excel Certified, PowerPoint, Project), SQL, VBA, HTML, CSS.
Languages: English, Japanese, Basic Spanish

ACTIVITIES & AWARDS American Association of Airport Executives, *Member*
Aviation Business Networking Club, *Member*
Embry-Riddle Aeronautical University Dean's List Student