

ROBERT LINCOLN GOULD

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“Auditing Philosophy is to achieve compliance through implementing improved business practices.”

CURRENT RESPONSIBILITIES

Current position includes developing and teaching initial company maintenance and policy procedures, company SMS program, Human Factors, and other safety courses. Additional duties include evaluating on-line computer based training systems, improve and implement auditing of training standards, aircraft records, and hangar facilities.

Recent full-time teaching position included 1-day and 2-day courses including Aviation Safety Management System, Human Factors, Maintenance Resource Management, Federal Aviation Regulations Review for Technicians, OSHA/EPA for Aviation Technicians, and Effective Writing for Technicians. Duties include the development and update of safety courses, extensive travel to instruct at customer locations, present short lectures at aviation symposiums, attend various aviation trade shows for company marketing efforts, and perform internal company audits.

Past specific functions and responsibilities include:

- Aircraft, engine, and avionics maintenance marketing, sales, and operational analysis for customers. Development and implementation of long range marketing ideas and programs. Writing of technical and business infomercials.
- Review aircraft inspection programs, calendar and time due items, and special events for customer consultation and proposal preparation.
- Final Proposal formulation, preparation, and presentation.
- Sales and representation of multi-location, multi-product line maintenance service centers.
- Management and supervision of customer support, production, and office department personnel, including shop production scheduling, budget analysis, preparation, and monitoring with profit and loss responsibilities.
- Corporate travel and aviation transportation analysis.
- Maintenance facility/FBO/Hangar design, development, and construction overview with budget monitoring and construction scheduling. Management of multi-facility maintenance staff and support services.
- Managed, and performed, Inspector General audits of naval aircraft and depot-level maintenance facilities.
- Extensive customer service and relations policy implementation and building long-term relationships.
- Supervised line, avionics, and aircraft maintenance divisions for Helicopter and Test Pilot Squadrons in U.S. Navy. Managed ground safety program. Investigated numerous ground incidents and accidents.

EMPLOYMENT HISTORY

During the past three decades I have been employed by numerous nationally known and recognized repair and overhaul facilities (detailed listing upon request) with sales, marketing, supervisory, managerial, and shop-floor experience. Such companies include Global Jet Services, Inc. (International maintenance training company) Garrett Aviation, Jet Aviation, UNC Airwork, WestStar Aviation, ProStar Aviation, Bizjet International, and Mattituck Aviation.

Additional responsibilities include;

- Active NAVAL and RESERVE affiliation. June 1975 to October 2002. Retired with rank of Captain (O-6).
- Specialized in aircraft and depot-level maintenance management, quality assurance, maintenance analysis, test and evaluation.
- Performed numerous audits for Naval Aviation Systems Command Inspector General Office at depot-level maintenance and test facilities.
- Three tours as Commanding Officer and Executive Officer responsibilities.
- Numerous military strategic planning, leadership, and technical courses, including graduate certificates from the Naval War College.

Awarded FAA Eastern Region Aviation Maintenance Technician of the Year, 2007

Additional Aviation Positions:

- Member of NBAA Maintenance Committee (2007-present)
- PRESIDENT, Hartford-Springfield PAMA Chapter (Sept 02 to Sept 05)
- MEMBER, BOARD OF DIRECTORS, PAMA (1997 to 2000, 2003-2009)
- FACILITATOR, Customer Service Excellence Program, Jet Aviation (1997-2000)
- PILOT / MAINTENANCE TECHNICIAN (Summers 1968 to 1974)

EDUCATION

MASTER of ARTS DEGREE

Business and Policy Studies, 1990

Empire State University, State University of New York

BACHELOR of BUSINESS ADMINISTRATION, Transportation and Business Management, 1975

Kent State University, Kent, Ohio

Aviation Maintenance Technician Certificate Program Airframe and Powerplant License, 1981

Spartan School of Aeronautics, Tulsa, Oklahoma

Maintenance Safety Management System Course, 2007

University of Southern California

Turbine Engine Failure Analysis Course, 1995

Pratt & Whitney Training Center

IBAC IS-BAO Certificated Auditing Course, 2011

International Business Aircraft Council

Numerous Leadership / Strategic Planning / Process Evaluation Courses

Military:	U.S. Navy Aviation Maintenance Officer School, 1976 (Honor Graduate) U.S. Navy Maintenance Management Analysis School, 1977 U.S. Naval War College, National Security Affairs / Joint Operations, 1996-8
Licenses:	FAA Airframe and Powerplant Licenses (FAA Diamond level award) FAA Commercial Pilot, with numerous ratings, Certificated Flight Instructor
Technical:	FlightSafety International SMS on-line training courses, 2011 OSHA/EPA for Safety Managers, ERAU, August 2005 Human Factors for Technicians, Global Jet Services, September 2004 P&W JT15D / PT6A Line Service and Troubleshooting, Airwork, 1994 Garrett 36-100 APU / TFE731 / TPE331 Familiarization Courses, 1985-1990
Business:	Sales Negotiating Course, American Management Association, 2001 Consultative Sales Training Course, Wilson Learning, 1985

* Currently working toward University of Southern California (USC) “Aviation Safety and Security” Program Certificate, and ICAO – ISBAO Auditing Certification.

FAA CERTIFICATES and RATINGS

- Commercial Pilot Certificate with Single, Multi-engine Land Ratings
Approximately 2500 Total Flight Time
- Instrument rating – Airplanes
- Private Glider Rating
- Certificated Flight Instructor – Airplane, Single-engine
- Certificated Ground Instructor – Advanced, Instrument
- Mechanic Certificate with Airframe and Powerplant Ratings