

Ade Adepegba

Aviation | Collaborator | Tech Enthusiast

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Impact-driven professional with 15 years of customer focused service delivery experience, risk mitigation, and cross-functional collaboration. Skilled in leveraging technology and interpersonal assets to enhance operations and deliver successful project outcomes.

Skills

Planning & Coordination, Research, Report & Documentation, Leadership (NSLS member), Collaboration.

Tools: GenAI, FOS-Sabre, ADO, AWS, Cloudflare, GitHub(pages/actions), SIEM/CRM, Proofpoint, AnyRun.

Frameworks & Standards: NIST, ISO/IEC, COBIT, PCI DSS, OWASP, SDLC, Agile & Scrum fundamentals.

* *Linux, HTML, Java (learning).*

Education

Master of Science in Cybersecurity and Information Assurance

Western Governors University | Salt Lake City, UT

Bachelor of Arts in Communication Science

University of South Africa | Pretoria, South Africa

Key Achievements

Collaborated with cross functional team to deliver and support serviceable crew tracking/coordination tools for AA operations and crew utilization.

Professional Experience

Tester, Crew Tracking, American Airlines | Fort Worth, TX | Oct 2022 – Present

- Conduct user acceptance A/B testing in non-prod environments on crew tracking & coordination applications, create tests data and validate deployed product functionality to ensure FAR (Federal Aviation Regulations) compliance and user expectations are met.
- Serve as SME on crew tracking/coordination processes, collaborate with Product Owner/Program Manager and software developers to translate user feedback into actionable product deliverables, assist in user story refinement, and backlog management/tasks update in Azure DevOps (ADO).
- Provide prod support, research reported issues, recreate scenarios to identify defects, document and work with software developers to fix (hotfix) issues to limit/reduce operational impact.
- Participate in Agile ceremonies (sprint refinement, retro, daily stand-up) and Big Room Planning (BRP) where squads present team goals, capacity, and product features to leadership.
- Support crew tracking operations; monitor, analyze, and resolve crew-related legality issues to reduce impact, and maintain 100% FAR, labor agreements and company policy compliance.

Workforce Operations Analyst, American Airlines | Fort Worth, TX | Oct 2021 – Oct 2022

- Investigated and resolved VMware/Citrix platform issues to reduce agent service downtime.
- Managed schedules for 2,800 agents, adjusted staffing to meet daily Ops demand.
- Analyzed and presented agents' data/KPI reports to support executive decision-making and performance improvement initiatives.
- Collaborated with labor groups and leadership to interpret labor agreements and implement management workforce plans.

Technical Support Analyst, Construct Connect | Remote | Jun 2021 – Oct 2021

- Managed, troubleshoot, and resolved all Takeoff (TO) application issues or opened tickets. Research, verify user's OS compatibility, document, employ an RMM tool for file transfer and patch installation to enhance application performance and user satisfaction.

Technical Support Analyst, Thomson Reuters | Remote | May 2020 – May 2021

- Managed all inbound user inquiries on software performance and issues. Researched, recreated, documented, and provided temporary fixes/workaround information to users. Utilized RMM sessions and employed the STAR technique to resolve users' issues.

Flight Attendant (FA) Support Rep, American Airlines | Fort Worth, TX | May 2018 – Dec 2019

- Provided FAs' technical support on WBT issues, documented feedback, and communicated insights to improve functionality/usability.
- Collaborated with scheduling and inflight to accommodate FA's admin request(s).

Lead Customer Service (Admin), Envoy Air | Irving, TX | Sep 2017 – May 2018

- Resolved customer travel concerns/questions and mentored the customer service team promoting customer focused service delivery.
- Managed DFW RAMP leadership office, collaborated with union groups and AA managers to interpret the contract/MQ policies.

Cabin Crew, Qatar Airways | Doha, Qatar | Sep 2014 – Dec 2016

- Ensured passenger and crew safety by adhering to ICAO standards and company procedures.

Projects

Independent Product Lead | Web & Application Services

- Lead E2E delivery of webs/apps using AI driven development tools and modern frameworks to accelerate product lifecycles.
- Manage a digital ecosystem including a professional portfolio and an online radio station via using open-source and free tier platforms; GitHub Pages, Cloudflare, and Zoho.
- Configured automated CI/CD pipelines across AWS, GitHub, and Cloudflare to streamline UI updates and optimize deployment efficiency.

Academic Projects

Capstone Project: Secure Remote Access Solution

- Designed and implemented a secure remote access authentication solution for airline crew reducing unauthorized access risk during layovers by 35% by
- Employed and integrated **DUO** to strengthen access controls to address risks.
- Documented security/related issues, severity, implementation risks and proposed solutions in compliance with NIST/ISO standards and SDLC best practices.
- Designed project execution phases using agile scrum, budget, stakeholder roles, and a security awareness training program.

Secure Network and Systems Architecture Design

- Executed Nmap and Wireshark to identify network vulnerabilities.
- Designed a high-level architecture diagram using **Visio** to propose a productive **Azure** cloud-based solution to improve application performance.
- Prioritized risks using a DREAD worksheet, applied mitigation strategies (design gaps, EOS/EOL) in compliance with NIST and ISO standards to strengthen network security and systems.

Additional Experience

Mastercard & SAP Cybersecurity Virtual Experience Program

- Developed a phishing email simulation to assess resilience against attacks, identify vulnerabilities and executed a security hardening technique by configuring system/software to address gaps.

Certifications

- **Security+**, CompTIA
- **Certified in Cybersecurity**, ISC2
- **Certified Ethical Hacker (CEH)**, EC-Council