

## CJIA's Operations Trendsetters



**From left to right: Ms. Stephenson, Mr. Jordan and Ms. Taylor.**

The management of Cheddi Jagan International Airport Corporation continues to be an advocate for its young professionals to pursue and enhance their education in a sector driven by visionaries and trendsetters.

This campaign has been reaping positive results with three of the Airport's Senior Duty Officers - Juanna Taylor, Zolina Stephenson and Ronald Jordan - successfully completing a one-year Diploma in Airport Operations from Airports Council International (ACI) – an internationally recognized aviation body.

The Airport Operations Diploma Programme is designed to expose participants to all the facets and activities associated with an airport from airside operations and landside

to terminal operations, and equip them with key knowledge and tools necessary to proactively address the essential operational and business needs of 21st century airports.

Ms Taylor, Ms. Stephenson and Mr. Jordan were among a young team of 37 professionals from Australia, Aruba, Antigua and Barbuda, Canada, South Africa, Botswana, Zimbabwe and the United States of America to complete the interactive, online programme recently.

The airport's Public Relation's team spoke with the trio, who reflected on how the programme influenced their professional growth in a dynamic and exciting ways.



**Ms. Taylor speaking with one of the Boarding Bridge operators**

## **JUANNA TAYLOR**

This 28 year-old, has worked in the Operation's Department for the past nine years.

According to her, "I was able to grasp the concepts taught in airport operations. It allowed me to get a glimpse of areas unfamiliar to me such identifying ways to increase the revenue generated by non-aeronautical activities. I was most intrigued by this aspect."

She added that she will be able to incorporate the added information to an already expanding and forward moving organization, which at this stage she thinks it is imperative for the Corporation to keep up with in such a dynamic industry.

## Ronald Jordan



**Mr. Jordan overseeing the inspection of an aircraft.**

At age 26, Mr. Jordan is the youngest of the trio.

“The training comprised of three parts: Airport Business, Terminal Landside Operations and Airside Operations. We were given in-depth details of what we actually do here at CJIA. Equipped with this knowledge, has allowed me to better deal with different situations on the job since the information taught was not limited to CJIA’s structure but I got an insight of how the other Airports worldwide operate,” he said.

Mr. Jordan further stated, “The only way to achieve goals is to take what you know and have learn and implement them into systems. In my case, I intend to incorporate what I have learned into my daily routine on the job.”

He added that Airports are not only about traveling it’s also a business and being aware that CJIA is in the process of completing its expansion keeps him enthused.

### **Zolina Stephenson**

“This programme has given me a renewed perspective, focus, and passion for the ever growing aviation industry,” the 30 year-old disclosed.

According to her, the various modules encapsulated the current challenges and future requirements such as the airport landside and terminal sub-systems and how they interrelate and the security obligations of the State and aerodrome operator.

“The knowledge gained will assist me in performing my duties in a more efficient and effective manner. Further, as a team player, the information received will be shared with my fellow colleagues in order to assist them to enhance their skills in carrying out their duties as well,” she added.



**Ms. Stephenson (right) in conversation with an airline representative**