

**LEADERSHIP CONSULTANT - Nick C. Casale - Leadership Consulting**

2017 - Present

Provide organizational change management and initiatives, leadership consulting, and team development. Develop plans, strategies, and results-oriented practices to guide individuals and organizations toward achieving desired results. Assist leaders in developing high-performance, fully-integrated, teams through understanding their strengths, weaknesses, and what drives people forward. Provide Brainstorming, presentation, and meeting facilitation services. Focus is on the human factor (people) – *Take care of the people and the people take care of the business.* As a leader, my focus, and success, has always been on the people, understanding their needs, abilities, strengths, weaknesses, and potential. Whether the service is related to garbage trucks or aircraft, leadership is about the people.

**PROJECT MANAGER – Boeing/Triad International Systems, Seal Beach, CA**2015 – 12/2016 (*Contract Ended*)

Contracted to build the initial infrastructure and manage the development of new model 777X aircraft maintenance support manuals by providing leadership and guidance to the engineering team. Developed plans, schedules, SharePoint, engineering estimates, a Dashboard, and more. The team was developed, coached, and guided, and continually met every milestone, on-time or ahead of schedule, and produced high-quality results which other teams tapped into during their development phases. The team has repeatedly been called “*a model team.*”

“Our successes with this project, including completed deliverables and process improvements that in many ways eclipsed historical similar projects, were made possible by Nick’s support, professionalism, and above-and-beyond efforts. I am thrilled to have worked with Nick and look forward to working with him in the future. I highly recommend Nick Casale.”

Scott Johnstone - Engineer

“Working with Nick, obstacles are merely temporary and excuses are nonexistent.

Nick C. Casale receives my highest possible recommendation. I am honored to have worked with him.”

Vardan Hakobyan - Engineer

**OPERATIONS MANAGER – CHIEF OF OPERATIONS - B&A Engineering Systems, Costa Mesa, CA**

2012 - 2014

Developed the Total Quality Management System (TQMS). Designed complete job descriptions, defined competency definitions, outlined career paths, hired team members, and coached the newly re-formed engineering team. Developed a Customer Solutions process and applicable metrics. Managed customer experience through continual customer communication and results-oriented project management techniques. Developed the supplier evaluation and certification processes. Migrated document control system from hard copy-based to on-line processes. Wrote user and other technical support documents. Designed and set-up the new computer network and security system.

“Nick is a great leader and organizer. He helped us to transition to a new office in Costa Mesa, Organize AS9100 documentation, Setup the CM software and procedures and was involved with a day to day operation of the company. I recommend Nick for any organization that can utilize his capabilities as he will be a great asset.” Alireza Bakhshi – Principal Engineer

**LEADERSHIP CONSULTANT – 2020 Visual Studios, L.L.C., Palmer Lake, CO**

2000 - 2012

Provided life coaching to help individuals determine their lifestyle, goals, state of health and physical fitness, overcome obstacles, and establish realistic plans and solutions. Developed understanding and insight through behavioral assessments, needs analysis, as well as physical measurement tools. Additional services spun-off included: Development of advertisement campaigns, branding, logos, and slogans. Designed digital data user-interfaces and websites. Provided Web hosting, computer repairs, computer network installation and maintenance.

“We hired Nick Casale as our leadership consultant. We liked his results-oriented approach and honest passion for helping us. His encouragement and concern for us was truly a blessing. We are forever grateful!” Susan and John – Clients

**SENIOR MANAGER – Boeing – Jeppesen, Englewood, CO**

1995 - 2000

Developed a new aircraft operational data service. To provide a clear vision for the new service, I initially designed a proto-type and then led a team through the development effort. Developed the marketing plan and detailed work instructions. Managed the Data Processing and Customer Solutions teams. Initially the Data Processing department was losing approximately 4.5 million dollars per year. Quality ratings were at 20%, and on-time delivery non-existent. Within 14 months, led the design and successful implementation of a re-engineering plan. Created and facilitated the Process Review Board (PRB). Re-worked the analysis process, and completely re-wrote the end-user documentation. Developed a new Customer “Solutions” organization. Upon completion of the re-engineering effort, quality ratings averaged 89%, and on-time delivery peaked at 95%. *Customer satisfaction was at an all-time high.*

“It is a great pleasure working with Nick. His professionalism, people skills, technical knowledge, and leadership qualities will make him a valuable asset to any organization that is fortunate to have him on their team.” Alfredo Salgado – Program Manager

**PROJECT MANAGER, SR MANAGER, TECH WRITER** – Boeing - Douglas Aircraft, Lakewood, CA

1989 - 1995

Managed development of the Electronic Maintenance and Operations Data (eMOD) system. eMOD is an aircraft technical data development and publishing system. As staff to the Vice President, responsibilities included establishing policies, procedures, scope and timing of eMOD projects. Today, eMOD is the publishing system Boeing uses to publish technical manuals. Managed development of Flight Crew Operating Manuals (FCOM). Provided 100% on-time delivery, which was unheard of before. Hired and coached technical writers, subject matter experts, engineers, pilots, editors, illustrators, and quality assurance inspectors. Developed operating instructions, and team member training and development programs.

"Nick raised everyone up around him and helped us obtain our best selves (which made him a great leader and not just a manager). I can only say that Nick's leadership skills are phenomenal and I would gladly work with him again."

Laurie Hanna – Sr. Technical Communications Specialist

"Nick has excellent leadership skills. Additionally, Nick has advanced skills in program management, information technology systems, and publishing systems." Patrick Ross, Embry-Riddle Aeronautical University

**PREVIOUS EXPERIENCE:**

- Manager Technical Publications and Training Department (Electronics – New Bedford Panoramex)
- **USAF** - Staff Sergeant – Training Developer, Instructor, Quality Assurance Evaluator, Maintenance Technician
- **Volunteer Effort:** Fire Chief, Firefighter, First Responder, Incident Commander, and Public Relations Officer
- Master Personal Trainer and Life Coach

**EDUCATION:**

Community College of the Air Force (CCAF) - Minot University, North Dakota State School of Science, and Allan Hancock College – Primary focus in Management Psychology, secondary Technology.

Specialized training in addition to the above listed experience and education:

- Numerous leadership and facilitator training courses
- Numerous computer/information systems related courses
- Certified Lean Process Development and Improvement
- Certified Continuous Process Improvement (KAIZEN)
- Project Management Certification (PMC) Training
- Software – PowerPoint, Microsoft-Project, Microsoft-Word, Microsoft-Access, Microsoft-Outlook, Visio, Corel products, various security related tools and products, various Web development tools, and much more.
- AS9100 Rev C. Training Issued by: AS9100 Employee Training
- Instructional techniques and training Issued by: USAF
- Instructional Systems Development (ISD) Issued by: USAF
- Facilitator Certification Issued by: Jeppesen and Times Mirror Company
- Various professional photography courses.
- Certified Advanced Personal Trainer, Health Club Management and Sports Nutrition Certificates.
- Numerous firefighting and emergency management courses through State of Colorado, Certified Firefighter I, First Responder, CPR, AED, First Aid - Served 3.5 years as a volunteer Fire fighter and Fire Chief.
- California Guard Card - Modules I, II, and III Security Officer Training.
- Real Estate License (*course work complete*) – Real Estate Principles, Real Estate Practice, Property Management
- American Honda Car Certification

**ADDITIONAL CERTIFICATIONS:**

- Advanced Personal Training Issued by: American Sports & Fitness Association, Number: 41739
- Personal Trainer Issued by: American Fitness Training of Athletics
- Sports Nutrition Issued by: American Sports & Fitness Association, Number: 41742
- Health Club Management Issued by: American Sports & Fitness Association, Number: 41741
- Incident Command System Issued by: State of Colorado