

Chris Mackey

Sports/Event Logistics & Aviation Operations Specialist

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PROFESSIONAL SUMMARY

Client-facing operations and logistics specialist with 12+ years of experience spanning private aviation account management, live sports production support, high-volume commercial airline operations, and time-critical AOG supply chains. Proven track record of executing high-pressure international transportation projects, coordinating on-site event logistics, and providing elite-tier service recovery for premium clients. Brings a calm, process-oriented, and safety-focused approach to fast-paced event execution and strict deadline demands.

CORE SKILLS

Logistics & Event Operations: Time-Critical Logistics, Global Supply Chain Tracking, Hotshot/Hand-Carry Shipments, On-Site Event Coordination, Infrastructure & Transportation Dispatch

Client & Stakeholder Management: VIP/HNW Account Management, Cross-Functional Communication, Vendor Relations, High-Stakes Escalation Resolution, Service Recovery

Compliance & Technical Systems: FAA, DOT, and TSA Safety Compliance; Salesforce, Power BI, JD Edwards, Freshdesk, Deltamatic/SNAPP, Phoenix, Atlas

PROFESSIONAL EXPERIENCE

Independent Event Logistics Contractor | Various | 2024 - Present

- Executed time-critical international hand-carries to Milan for high-profile partners, managing chain of custody, tight flight connections, and time-sensitive customs timelines.
- Coordinated on-site warehousing, logistics and distribution for the 2026 FIFA World Cup, ensuring precision delivery under tight event constraints.

Sales / Account Manager | Wheels Up Private Jets | Remote | Jan 2022 - Jan 2026

- Retained and managed a high-value portfolio of 25+ corporate and high-net-worth aviation clients representing \$10M+ in annual revenue, overseeing complex, time-sensitive flight logistics and custom route solutions.
- Navigated high-stress service recovery scenarios during mechanical or weather disruptions, rapidly adjusting logistical frameworks to ensure client continuity.
- Negotiated multi-million-dollar fractional and charter agreement pricing structures, balancing operational feasibility with strict revenue targets.
- Leveraged Salesforce CRM and data tools to track pipeline metrics, account performance, and specialized flight preferences to support long-term loyalty.

Production Assistant (Freelance) | ESPN | Nationwide | Dec 2017 - Present

- Partner with broadcast logistics and operations teams to execute complex infrastructure setup, ground transportation routing, and administrative support for live national sports telecasts.
- Serve as the main operational point of contact for high-profile on-air talent and executive stakeholders during elite, fast-paced live environments including the Super Bowl, NBA Finals, NBA Playoffs, and the College Softball World Series.

Customer Service Agent (Seasonal / Ready Reserve) | Delta Air Lines | Santa Ana, CA | Jul 2021 - Present

- Oversee critical front-line airport and gate logistics, managing ticketing, aircraft boarding, security document verification, and international baggage manifests.
- Execute rapid problem-solving and service recovery protocols during system outages, weather delays, and missed connections to preserve strict on-time departure metrics.
- Enforce unwavering compliance with FAA, DOT, TSA, and airline safety regulations within a high-volume, quick-turn environment.

Customer Solutions Supervisor | Delta Air Lines | Minneapolis, MN | May 2018 - Jul 2021

- Directed high-volume customer escalation channels, resolving corporate, DOT, and executive-level service failures while ensuring full regulatory compliance.
- Audited and processed 70-90 critical cases per day under rigid quality assurance and response-window deadlines.
- Coached, mentored, and upskilled junior team members on effective conflict resolution and corporate communication standards.

Location Manager | Canteen One | Minneapolis, MN | Jul 2017 - May 2018

- Managed dispatch logistics, supply distribution, and field service networks for high-volume premium corporate clients.
- Monitored product inventory and tracked open service tickets using JD Edwards and Freshdesk to optimize order accuracy and fulfillment times.

Cross-Utilized Customer Service Agent | Delta Air Lines (DGS) | Grand Forks, ND | Apr 2014 - Jul 2017

- Managed simultaneous operations across passenger services, gate departures, and ramp/baggage handling logistics using Deltamatic/SNAPP software.
- Designated as the station's Complaint Resolution Official (CRO), possessing autonomous authority to resolve complex regulatory and accessibility disputes.

Integrated Logistics Aircraft Support | AAR Corp | Duluth, MN | Jan 2013 - Dec 2013

- Spearheaded inbound and outbound AOG (Aircraft on Ground) parts logistics and tool tracking databases to expedite emergency shipments for active maintenance lines.
- Partnered directly with structural engineering leads and A&P technicians to resolve high-priority parts deficits and minimize aircraft down-time for an active Airbus fleet.

EDUCATION

Bachelor of Business Administration (B.B.A.), Marketing | University of North Dakota | Grand Forks, ND