

NIGEL SAMUELS

Flight Operations Support Coordinator | Qualified Wing Part 135 Crewmember | FAA Part 107 & FOI

Charlotte, NC • Howdy@nigelsamuels.com • [linkedin.com/in/nigelsdcsamuels](https://www.linkedin.com/in/nigelsdcsamuels) • nigelsamuels.com/wing

PROFESSIONAL SUMMARY

Current Wing Part 135 contracted Ground Support Operator (Tier 2) with FAA Part 107 and FOI (Fundamentals of Instruction), seeking to move into a Flight Operations Support Coordinator role. Responsible for sustaining competency, recurrency, and procedural standards for Tier 1 GSOs across four nest sites in the KCLT Western sector. Brings 4+ years of formal instruction and enablement experience outside aviation, including hiring and building teams, LMS learning paths, onboarding curricula, and playbooks that measurably reduced ramp time.

PROFESSIONAL EXPERIENCE

Tier 2 Ground Support Operator / L2 SME | Wipro Limited (supporting Wing, a Google company) 07/2026 – Present

Charlotte, NC

- ▶ Ensure competency and recurrency for a ~12-person Tier 1 GSO team between Wing-delivered training events, reinforcing published procedures for nest equipment inspections, aircraft inspections, and safety verification so crewmembers stay current and procedurally fluent.
- ▶ Serve as the responding authority for non-normal aircraft incidents across the sector, directing crew response in accordance with published Wing procedures.
- ▶ Own quality and safety assurance across four sites in the KCLT Western sector, assessing and documenting Tier 1 crewmember performance and nest incidents against published standards and closing out corrective actions.
- ▶ Continue to serve as a line Ground Support Operator when assigned to a nest during low-staffing coverage, performing full Tier 1 duties and maintaining hands-on currency on the Wing system.

Ground Support Operator / Visual Observer | Spino Inc. (supporting Wing, a Google company) 10/2025 – 07/2026

Charlotte, NC

- ▶ Qualified as a Wing Part 135 Ground Support crewmember through formal check ride evaluation by a Wing Check Pilot, then served as a line crewmember on live commercial drone delivery operations.
- ▶ Executed pre-flight checklists, pad and aircraft pre-flight inspections, and aircraft handling on the Wing Hummingbird platform while maintaining flight line safety during active operations.
- ▶ Performed non-normal procedures including UAS fault response, off-pad landing response, and CLOCA response in accordance with published Wing manuals and checklists.
- ▶ Managed aircraft serviceability and performed Visual Observer duties, including weather and airspace observation, hazard identification, maintenance holds, and fault documentation through required reporting and logbook entries.

Manager, Provider Sales & Enablement | Headway 07/2024 – 07/2025

Remote, US

- ▶ Recruited, hired, and onboarded Headway's Southeast sales and enablement team, building the team from the ground up.
- ▶ Designed and delivered structured onboarding and enablement curricula through large-group classroom and virtual training, reducing new-hire ramp time by 33% and improving downstream performance by 18%.
- ▶ Maintained accurate program, evaluation, and performance records supporting audit and reporting requirements.

Sales Manager / Senior Account Executive (progressive roles) | Yelp 09/2020 – 07/2024

Remote, US

- ▶ Recruited, trained, coached, and mentored teams of Account Executives to top organizational performance, running individual coaching plans and remedial development for underperformers.
- ▶ Built and ran a leveling and competency framework used to assess and progress team members against defined performance standards.
- ▶ Designed enablement curricula, playbooks, onboarding decks, and LMS learning paths, improving measured outcomes by 13% within three months, and delivered train-the-trainer content to peer managers to standardize instruction quality.

sUAS Police Patrol Officer | State of North Carolina 02/2018 – 10/2020

North Carolina, US

- ▶ Operated sUAS for public-safety missions including search and rescue, traffic collision mapping, and tactical overwatch on DJI Matrice 30T platforms in full FAA Part 107 compliance.
- ▶ Conducted pre-operational briefings, contingency planning, and post-mission debriefs, assessing and documenting crew performance under time-critical conditions.
- ▶ Reviewed NOTAMs, TFRs, weather minimums, and airspace constraints during mission planning.
- ▶ Maintained and troubleshooted sUAS hardware and sensor payloads in the field to keep missions on track.

CREDENTIALS & ROLE ELIGIBILITY

FAA Part 107 Remote Pilot Certificate, sUAS • Certificate No. 5004062 (current)

FAA Fundamentals of Instruction (FOI) • completed and passed

FAA Part 137 Agricultural Aircraft Operations experience

UK CAA Flyer ID • Certificate No. GBR-RP-HZ3667VPMJWD

Valid U.S. passport • valid U.S. driver's license with a clean driving record for the past 3 years

Available for domestic travel up to 50% and international travel up to 5% • able to operate a Wing vehicle up to 2 hours (60 miles) per day and lift and transport equipment under 35 lbs

TECHNICAL SKILLS

UAS Platforms & Systems: Wing Hummingbird 7000W-A/B • Wing Hummingbird 8000A • DJI

Matrice 30T • Herelink • ArduPilot • Auterion • QGroundControl

Training & Instruction: Curriculum & syllabus development • LMS learning paths • Train-the-trainer delivery • Classroom & field practical instruction • Performance assessment, debrief & documentation • Competency frameworks

Operations & Documentation: Aviation manuals & SOPs • Technical & engineering record-keeping • Logbook entries & fault reporting • FAA LAANC • Google Workspace

CORE COMPETENCIES

Crewmember Training & Qualification • Competency & Recurrency Management • Performance Assessment & Debrief • Training Material Development & Validation • Part 135 Ground Support Operations • Visual Observer Duties • Compliance with Approved Manuals & Checklists • Subject Matter Expertise • Verbal & Written Communication • Records Generation & Audit Support