



Eleonora Avi



WORK AND PROFESSIONAL EXPERIENCE

Aviation Psychologist - CRM & HF trainer - Occupational Psychologist - freelance 08/2023 - to date

- Delivering training courses in the field of Human Factor/CRM for both HEMS and Aerial/AIB work and in non-traditional contexts (fire brigade, local police, ropeways, construction companies, etc.); Invited as a speaker at the European Rotors 2023 for 29 November in Madrid.

Researcher PhD student - University of Verona - Psychology

10/2023 - ongoing

- Research activities on non-technical skills, with a focus on emotional skills, in the context of mountain rescue operations.

Airbus Helicopters **training** in Italy - Trento and Verona

01/2023 - 08/2023

- Delivery of training courses in the field of Human Factors/CRM for both HEMS and Aircraft/AIB; participation as a speaker at events related to HEMS (CEU2023) and Safety in Aviation (study day on Human Factors in Aviation - Università Cattolica di Milano).

Airbus Helicopters **human resources manager** in Italy - Trento and Verona

06/2020 - 12/2022

- Monitoring the business climate and proposing improvements.
- Managing relationships with consultants, executives and managers and collaborating in the definition of business development plans consistent with the company's strategic objectives.
- Planning and management of the personnel selection process by favouring the acquisition of the most qualitatively suitable candidates for open positions.
- Carrying out administrative and accounting tasks, managing the department budget and processing reports for the parent company
- Participation in Conferences as a speaker on the Human Factor and non-technical aspects affecting safety (Airmed2022, DRF HHO symposium 2022)
- Delivery of Crew Resource Management and Human Factors courses for both HEMS and Aircraft/AIB customers

Airbus Helicopters **Sales & Marketing Office** in Italy (Helicopters Italia and Aersud Helicopters) - Trento and Verona

02/2009 - 05/2020

For the Verona office (since 2016):

- **Marketing activities:** participation in trade fairs, seminars, congresses and events to promote our products for the Helicopter Emergency Medical Services (HEMS) sector;
- **Training Activities:** organising, implementing and conducting Crew Resource Management and Human Factors courses for flight crews (pilots and flight engineers, doctors and nurses, mountain rescue) as a marketing activity in support of sales, both for HEMS and firefighting/aircraft operators;
- **Research activities and scientific publications:** conception and coordination of research activities concerning safety in aviation focused on non-technical skills (NOTECHS) in HEMS in collaboration with the Universities of Verona and Genoa. Publication of the research activity in the journal "Frontiers in Psychology" (May 2019)

For the Trento office (since 2009):

- Management of Helicopters Italia's corporate website and Facebook page;

CONTACT

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🚗 Category B

PROFESSIONAL PROFILE

An enthusiastic professional with a passion for the helicopter industry, an expert in Human Factors, CRM and non-technical aviation skills, I am an inquisitive person, quick learner and have a strong penchant for interpersonal relationships. I think my greatest strength is my ability to generate contacts and create new synergies between the various players in our industry. I have also gained experience and skills in business and as a trainer in the aviation, health and mountain rescue sectors. I am a certified facilitator for Human Factors and CRM (Crew Resource Management) courses and I have a very deep knowledge of the helicopter rescue sector, thanks above all to the contacts I have had the opportunity to develop during research activities in the field of non-technical skills (NOTECHS FOR HEMS project- University of Verona - SAFETY TAKES FLIGHT conference, 2018)

SKILLS AND COMPETENCES

- Ability to generate contacts and maintain a good network of relationships
- learning speed and strong motivation to grow
- determination and result orientation
- spirit of cooperation

- proactivity, spirit of initiative

LANGUAGES

Italian: Mother tongue

English: C1

Advanced

Spanish: B2

Advanced Intermediate

- contact with customers and suppliers;
- active invoicing of maintenance work orders

Commercial back-office - warranty manager

Helicopters Italy - Trento, TN

09/2003 - 01/2009

- Receiving customer orders and sending orders to the supplier, managing the sales and purchasing side, especially the warranty files opened by customers;
- Maintaining strong relationships with suppliers and customers at all stages of collaboration, including the handling of specific shipment and bureaucratic issues.
- Quickly proposing solutions to unforeseen events and problems at work.

Theoretical Knowledge Instructor

- Italfly - Trento

03/2020 - to date

- Trainer for the Human Performance module
- Area 100KSA: 'train the trainer' course for instructors and instructor assistance for Area 100KSA assessment

Trainer and consultant

Studio Epochè di Marco Girardi - Trento, TN

04/2016 - to date

- Training and consultancy activities in Human Factors in healthcare and industry;
- training activities for TSM (Trento School of Management)

Trainer and consultant (freelance)

- Training activities in Human Factors for two volunteer fire brigades (2021)
- Training activities in Human Factors for SIT Canazei Managers (2021)

EDUCATION AND TRAINING

Master's Degree in Occupational Psychology

University of Trento - Rovereto, 03/2016

Degree in Human Resources Management and Training

Grade: 110/110

Thesis: "HUMAN FACTORS, SAFETY CULTURE AND INDIVIDUAL VARIABLES : THE CASE OF AN AIRCRAFT COMPANY

Degree in Translation and Interpretation

University of Bologna - Forlì, 12/2002

Grade: 105/110

Languages: English and Spanish

Scientific high school diploma

Liceo Scientifico 'L. Da Vinci' - Trento, 07/1997

CERTIFICATIONS

- Crew Resource Management trainer (from February 2017)
- Registration in the Register of Psychologists of the Province of Trento nr. 983
- EAAP (European Association of Aviation Psychology) member since 2018
- IT-APA member since 2019

I authorise the processing of the personal data contained in my CV pursuant to art. 13 of Legislative Decree 196/2003 and art. 13 of EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data