

Rokhaya Yague

Lead Project Manager · Product Owner · Aviation Operations

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SUMMARY

Results-driven aviation professional bridging operations, product ownership, and enterprise deployment. Currently leading a \$22M Below-the-Wing hardware deployment across 300+ American Airlines stations, with prior experience across airline operations at Air Transat, UN procurement, and IATA aviation safety.

EXPERIENCE

Lead Project Manager — Below-the-Wing Ramp Device Management

American Airlines · United States · Apr 2025 — Present

- Spearheaded a \$22M device deployment across 300+ domestic and international stations, overseeing 12,000+ devices with a 98% completion rate.
- Managed 160+ ramp device deployments per quarter across 150 simultaneous stations, leading IT, Vendor, and Policy team collaboration.
- Directed cross-functional stakeholder engagement on BTW device policies, airport planning, and mobile device management for compliant deployment standards.
- Assumed full PM responsibilities after the previous Lead departed — drove deployment strategy, vendor oversight, and operational continuity without disruption.

Communications Coordinator — Airline Operations

Air Transat · Montreal, QC · Aug 2023 — Present

- Coordinated real-time flight status with ops, ground staff, and airport authorities — cut operational delays by 20% and lifted passenger satisfaction.
- Standardized flight-status communication protocols across cross-functional teams, driving a 15% gain in operational efficiency.
- Led crisis communications during weather disruptions, major delays, and system failures — reduced customer complaints by 10%.

Senior Project Management Assistant (6-Month Contract)

United Nations Office for Project Services (UNOPS) · New York, USA · Dec 2022 — Jun 2023

- Led deployment of the new UNOPS e-tendering platform — 100% on-time delivery and full compliance with UN procurement standards.
- Onboarded 50+ bidders and streamlined the bid submission workflow, reducing submission errors by 20%.
- Built training materials and ran sessions for 30+ bidders, cutting submission errors by 40%.
- Ran cross-functional feedback loops that lifted submission accuracy by 15% in the first round.

IOSA Intern — Operational Safety Audit

International Air Transport Association (IATA) · Montreal, QC · Mar 2022 — Sep 2022

- Researched aviation safety standards and audit methodologies; contributed to satisfaction tracking that yielded a 20% lift in positive feedback.
- Coordinated audit registration packages at 100% IOSA compliance, supporting 30+ successful audit registrations in six months.
- Built quarterly auditor-performance reports in Power BI — 10% improvement in reporting accuracy and clearer trend visibility.

Marketing & Communications Intern

Traduction Serge Bélair · Montreal, QC · Jan 2021 — Apr 2021

- Contributed to marketing strategy, content creation, and promotional campaign development.

- Grew brand visibility and streamlined communications, with a focus on LinkedIn presence.

EDUCATION

B.Sc. Communications & Politics — University of Montreal · Jan 2018 — Feb 2022

Masterclass '21 — Humanise Collective · Mar — Apr 2021 (Marketing, Project Management & Consulting)

CORE SKILLS

Product Ownership · Program & Deployment Management · Requirements Definition · UI Criteria · Stakeholder Alignment · Vendor Oversight · Asset Management · Airport Operations · Ramp Device Management · Mobile Device Management (MDM) · Crisis & IROPS Communications · Agile / Scrum · Multicultural Collaboration

TOOLS & PLATFORMS

Airportal · Azure DevOps · Coupa · Oracle Data Marketplace · Microsoft Project · Power BI · Salesforce · HubSpot · Microsoft 365 · Excel (Advanced)

RECOGNITION

Deployment coordination framework recognized as a standard for operational excellence — invited by American Airlines' Above-the-Wing team to showcase the methodology for cross-team adoption.