

STRENGTHS

Service design & standards
 Safety & emergency leadership
 Crew training & development
 Workforce redesign
 Financial discipline
 Executive & principal relations

CERTIFICATIONS & TRAINING

First Responder Emergency Training: ditching, fires, evacuation, foodborne illness, and medical (1997 to 2024)
 FlightSafety International FACTS / Aircare
 ServSafe Certified
 Certified Alcohol Awareness Train the Trainer
 Culinary Institute coursework
 Corporate School of Etiquette

AWARDS

Preservation League of NYS, Excellence in Historic Preservation (2024)
 NY State Senate Commendation Award
 NY State Senate Certificate of Recognition (2024)
 Orange County Executive Human Rights Award (2024)

COMMUNITY

Founder, Newburgh Mutual Aid: the largest COVID crisis food distribution effort in the Hudson Valley
 Managed \$1.3M in federal grant funding for youth education

Melanie Ann Collins

HOSPITALITY OPERATIONS EXECUTIVE · SERVICE DESIGN & TRANSFORMATION

CollinsMelanie845@gmail.com · 845.598.6142 · Newburgh, New York
melanieanncollins.info

PROFILE

Hospitality operations executive with 30 years in private aviation and principal service, from Continental Airlines through the American Express corporate flight department to independent consulting for aircraft owners worldwide. Trained and led 100+ crew and service staff; served hundreds of principals across global operations. Nearly three decades of first responder emergency training. Focused on one idea: combining legacy service craft with a modern standard of unreasonable hospitality.

EXPERIENCE

Founder & Executive Director

LYNC COMMUNITY ORGANIZATION · NEWBURGH, NY · 2020 TO PRESENT

Founded a nonprofit serving opportunity youth; managed a \$1.3M federal grant funding an alternative high school program. Led the restoration of the largest historic African American church in the Hudson Valley into an 18,000 sq ft community campus, recognized by New York State for preserving and restoring the property.

Aviation Consultant, Private Aircraft Owners

INDEPENDENT CONSULTING · GLOBAL · 2019 TO PRESENT

Advise owners on acquisition, cabin configuration, and service program design. Recruit, train, and place aviation hospitality staff; build vendor networks and onboard logistics systems.

Private Aviation Hospitality Lead

EXECUTIVE & HIGH PROFILE CLIENTELE · 2009 TO 2019

Delivered high touch service and trip operations for executives, celebrities, and heads of state: international documentation, catering coordination, vendor management, and absolute discretion.

Founder, Corporate Aviation Hospitality Training Program

AMERICAN EXPRESS AVIATION · 2002 TO 2009

Designed and implemented the contract flight attendant training program from scratch within the existing corporate flight department; recruited and trained hospitality staff, set service standards, and built global catering and vendor relationships.

SELECTED LEADERSHIP

- Built training systems spanning safety culture, service recovery, and emergency response (1997 to 2024).
- Designed workforce structures balancing hospitality investment with operating cost discipline.
- Set and held service standards trusted by the world's most demanding principals.