

# Eliza DeBry

## Aircraft Maintenance Technician

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📍 Eastern Idaho

🌐 [LinkedIn](#)

### SUMMARY:

Motivated Airframe and Powerplant Technician in training with a comprehensive understanding of aircraft systems, maintenance procedures, FAA safety regulations, and technical documentation. Known for exceptional work ethic, attention to detail, and the ability to perform reliably under time constraints.

### SKILLS:

- **Customer Service** - 8+ years
- **Aviation Industry/Education** - 5+ years
- **Management Experience** - 5+ years
- **Computer Programs** - Sabre IBM, ACS Flight History, Operation Planning & Analysis, Veyon, Microsoft Office

### RELEVANT WORK EXPERIENCE:

Jan. 2025 -  
Aug. 2025

#### AvCenter: Pocatello Airport | Customer Service Representative

Served as the first point of contact for clients, students, pilots, crew members, and passengers. Handled check-ins and check-outs, managed phone calls, coordinated flight scheduling, assisted with flight plans, prepared rental cars, took payments, and entered invoices. Ensured a smooth operation for all incoming and outgoing flights. Displayed an excellent representation of the company and succeeded with many assignments in a fast-paced environment.

Jan. 2022 -  
Sep. 2022

#### American Airlines | Customer Relations Specialist

Responsible for communication with passengers to resolve all complaints. Worked with multiple departments to deliver an equitable solution, aligned with company policy and customer satisfaction. Provided compensation to passengers when appropriate. Assisted in the continual efforts to improve customer service by filing complaint information into actionable data for management. Managed multiple software programs at once with very minimal supervision. Received a score of 98% for customer satisfaction, feedback, and interaction.

Sep. 2020 -  
Nov. 2021

#### FedEx Express - PDX Ramp | Materials Handler

Coordinated with co-workers to properly offload and onload cargo containers onto Boeing 757 & 767, MD-11, and Airbus 300/310 aircraft. Operated cargo loaders, belt loaders, and tugs with multiple trailers in active aircraft environments. Provided pilots with safely secured cargo for air travel and consistently executed the scheduled time of departure. Earned two honorable mentions for safety excellence while maintaining a record of zero safety infractions.

### EDUCATION:

#### Aircraft Maintenance Technology - Associates of Applied Sciences

Idaho State University | Aug. 2024 - May 2026

Vice President of Aircraft Maintenance Club | Magna Cum Laude

### INDUSTRY ENGAGEMENT & ACHIEVEMENTS :

- **Women in Aviation** - Member
- **Vertical Aviation International** - Member
- **Helicopter Maintenance Magazine** - Interviewed for Top Wrench article and featured on February/March 2026 cover.
- **VAI Bill Sanderson AMT Scholarship** - Recipient
- **VERTICON 2025 Aerospace Maintenance Council Competitor** - Jim and Alice Rice Grant & Professionalism Award
- **FedEx Express** - Top Performer Peak Season 2020
- **Idaho Aviation Volunteer** - Backcountry Runway - Cleanup and Restoration