



President's Award Winner Jessica Hills

Maintenance and Engineering



Nomination: Jess is the backbone of the Maintenance Training Department's records and learning management system. It is thanks to her diligent work with compliance and recordkeeping that PDT Maintenance can operate smoothly, safely, and reliably. While managing all of the paperwork to track and report instructor-led training, licensing, and qualifications, she also oversees the digital training records, reporting, and system structures within the Learning Hub learning management system. She has been instrumental in the ongoing transitions, upgrades, and audits of the training department to ensure accurate and accessible qualification reporting, which enables Training to reduce costs and increase maintenance effectiveness. Daily maintenance operations would be non-functional without the vast amount of training and licensing data processed daily by Jess. Her work is foundational to Piedmont's consistent achievements in reliability and compliance in aircraft maintenance. She has also been instrumental in the growth of Maintenance in areas tangential to but outside of Training, including advising new positions in the management of qualifications and communications with contracted maintenance and fueling personnel, and drafting manual revisions. Jessica Hills has been managing an incredibly taxing workload

successfully for years, and I believe she is deserving of the thanks and recognition of the President's Award.

Jess is relied on by all stations as a point of contact for troubleshooting across all training and record-keeping issues. She provides information, clarification, and troubleshooting for multiple roles and departments. She consistently handles the confused and/or frustrated with calm and patience. Jess is also one of our key points of communication with mainline as we work across all American departments to provide quality reporting, consistent standards, and universal compliance as needed within the Learning Hub system. As mainline controls custom reports in Learning Hub, Jess is instrumental in working with them to develop, update, improve, and test crucial reports for Piedmont's daily operations. Additionally, as a primary contact for reporting and record-keeping of Maintenance training (both classroom-led and web-based), Jess is regularly contacted and questioned by auditing entities. She works consistently with employees, management, and auditors to ensure we meet and exceed expectations. Jess extends her knowledge and support beyond Piedmont and even provides advice and assistance to PSA's maintenance training department. Jess can be relied on in any project planning meeting to provide positive contributions and supporting ideas for strong and clear communications, to provide the most positive outcome for our department, and the company as a whole.

