



Stefanie Hertwig

Nationality: German **Date of birth:** 16/01/1960

Phone number: (+49) 1733165433 **Email address:** stefanie.hertwig@web.de

Home: Emanuel-Geibel-Str. 12, 65185 Wiesbaden (Germany)

EDUCATION AND TRAINING

Aviation Auditor

Aviation Quality Service [2013 – 2013]

City: Frankfurt | Country: Germany

IOSA auditor

AQS [2013 – 2013]

City: Frankfurt | Country: Germany

FAA licensed Flight Dispatcher

Pan AM Flightschool Miami [2002 – 2002]

City: Miami | Country: United States

WORK EXPERIENCE

Compliance Monitoring Manager & Safety Manager

Lufthansa Aviation Training Operations Germany GmbH [20/03/2023 – Current]

City: Berlin | Country: Germany

establishment and maintenance of the LAT OPS DE safety management system;
ensurance of compliance of all company manuals, processes and procedures with relevant internal and external regulations;
leading the Compliance auditor team.

Manager Flight Operations Regulations, Policies & Documentation

SWISS Intl. Airlines Ltd. [01/03/2020 – 31/01/2023]

City: Zurich-Kloten | Country: Switzerland

ensurance of SWISS operational manual with internal and external regulations;
monitoring and analysis of regulatory changes and evaluation of applicability;
monitoring of reports distributed by the SWISS internal reporting system.

Referent Flight Ops Regulations / Auditor Flight Ops and Flight Training

Condor Flugdienst GmbH [01/03/2017 – 28/02/2020]

City: Frankfurt | Country: Germany

ensurance of compliance in accordance with ORO.GEN.200 und ORA.GEN.200;
Conduction of audit in accordance...;
communication with authorities.

Teamleader Compliance Monitoring & Quality Assurance

Lufthansa CityLine GmbH [01/10/2014 – 28/02/2017]

City: München | Country: Germany

implementation, maintenance and monitoring of safety management processes in accordance with ORO.GEN.200 and ORA.GEN.200;

leading of the auditor team;

preparation and monitoring of the annual audit schedule.

Referent Flight Operations Support

Lufthansa Cargo AG [01/03/2008 – 30/09/2014]

City: Frankfurt | Country: Germany

Project B777F entry into service;

application ETOPS approval in compliance with (EU) 965/2012 Part SPO.

Head of OCC/Dispatch

Jade Cargo Intl [02/04/2002 – 30/07/2010]

City: Shenzhen | Country: China

establishment and structure of the Operations Control- and Dispatch center in accordance with Chinese aviation legislation CCAR 121;

technical and disciplinary lead of the OCC and dispatch team.

Head of Dispatch

Lufthansa CityLine GmbH [02/04/2002 – 17/02/2008]

City: Köln | Country: Germany

technical and disciplinary lead of the dispatch team;

ensurance of compliance of dispatch processes and procedures with (EU) 965/2012 and German CAA regulations;

organisation and attendance of IOSA audits;

attendance of switchover JAR to EU ops.

Flight Dispatcher and Teamlead OCC

LTU Intl airline [26/02/1990 – 31/03/2002]

City: Düsseldorf | Country: Germany

flight dispatch short, medium and longhaul flight;

establishment and monitoring of operational control processes and procedures;

technical and disciplinary lead of the traffic team.

LANGUAGE SKILLS

Mother tongue(s): German

Other language(s):

English

LISTENING C2 READING C2 WRITING C2

SPOKEN PRODUCTION C2 SPOKEN INTERACTION C2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user