



Roxanne Ramos Rodriguez is process improvement manager at AAR Aircraft Services.

mental customers through two operating segments, Aviation Services and Expeditionary Services, in more than 100 countries.

In 2013, Ramos Rodriguez came to AAR Aircraft Services, Miami, which provides airframe maintenance, repair and overhaul (MRO) services for aircraft components. Her arrival there dovetails with the passion she's had for aerospace since childhood, the way she was always amazed at how airplanes flew and her appreciation for their beautiful designs.

When the AAR process improvement director came to the University of Miami during her senior year offering a Lean internship opportunity, Ramos Rodriguez sent in her resume and was interviewed shortly thereafter.

"When I first arrived for the interview, I was shocked to see the enormous hangar floor filled with gorgeous Boeing and Airbus aircraft," she remembers. She knew, immediately, that it was a place where she wanted to be.

Initially, Ramos Rodriguez came on board at AAR as a Lean specialist reporting to the process improvement director and focusing on data analysis. "A year later I was promoted to industrial engineer and given a project to complete," she says.

She was then promoted to process improvement manager, handling multiple projects in multiple MRO facilities at the same time. "Even after several promotions I definitely still have a lot of opportunities to continue to grow within AAR," she adds.

As examples of career development opportunities, she says AAR has its own training department and MyLearning (CBT) online, which offers continuous education in multiple areas such as communication, Lean, leadership development, MRO finance, and Microsoft.

"I was chosen to be part of a leadership development program called STRATA, which is comprised of various group sessions and workshops," Ramos Rodriguez points out. She adds that AAR also provides its employees tuition reimbursement, which she's currently using to complete her aforementioned MBA.

Within the company Ramos Rodriguez is part of AAR's events committee, where the goal is to provide multiple networking activities to AAR's employees and to create aviation awareness in the community.

"I also volunteer with SAFEE Flight, *sflairexpo.com*, and Kids and the Power of Work (KAPOW), two organizations that focus on teaching students about the aerospace industry," she says, adding that, in 2016, KAPOW named her Volunteer of the Year.

Outside AAR, Ramos Rodriguez is a director at the University of Miami's alumni association and at the Association of Cuban-American Engineers (ACAE), where she was honored for her dedication and devotion to the organization.

*More information about the company is available at [aacorp.com](http://aacorp.com). Open positions are posted at [aacorp.com/careers](http://aacorp.com/careers). Connect on LinkedIn, Twitter, LinkedIn and YouTube.*

## Boone's Career Expands into Management at Northrop Grumman

Justin Boone says his first contact with Northrop Grumman Corporation occurred in October 2012, when, at a career fair, he met one of its HR recruiters.



Justin Boone is a systems engineering manager with Northrop Grumman Corporation.

In fact, he and the recruiter hit it off so well that Boone joined the company the following September, and he and the recruiter became friends who are still in contact with one another on a monthly basis.

"To me, [he was] what Northrop Grumman represented as an employer; a place filled with great people who care about the success of your career," shares Boone.

The systems engineering manager has earned three academic degrees: a bachelor's degree in 2009, a master's degree in 2011 and a Ph.D. in 2013. All are in electrical engineering. Boone first became interested in

A whole range of training is available, according to Pesce-Rodriguez, and most of the training she's undergone has been in the areas of leadership, diversity awareness and mentoring, all of which have been helpful to her.

As far as technical development is concerned, Pesce-Rodriguez feels her STEM outreach has benefitted her most. Colleagues and supervisors have also mentored her.

"There's no shortage of folks in our organization and across DOD labs who are willing to advise me on career, technical and personnel issues," she points out.

As a researcher working in the ARL, she needed government clearance, which was handled via the organization's security office.

The DOD employs more than 138,000 civilian scientists and engineers. Pesce-Rodriguez explains they have the chance to perform exciting, innovative and game-changing work, and give American soldiers, sailors, airmen and marines a technological edge in protecting our country.

She suggests students interested in coming on board at DOD in the future consider educational opportunities offered by the U.S. Army Educational Outreach program, [usaeop.com](http://usaeop.com), including the SMART Scholars program.

*To learn about open civilian positions at the DOD, visit [godefense.cpms.osd.mil](http://godefense.cpms.osd.mil), [usajobs.com](http://usajobs.com) and [federalgovernmentjobs.com](http://federalgovernmentjobs.com). Log onto [defense.gov](http://defense.gov) for more DOD details. Connect on Twitter, Flickr, Instagram, DefenseTV, Facebook, LinkedIn and YouTube.*

## Ramos Rodriguez' Career at AAR Begins with an Internship Opportunity

**Roxanne** Ramos Rodriguez, who graduated from the University of Miami with a bachelor's degree in industrial engineering with a concentration in management, is a process improvement manager at AAR Aircraft Services in Miami, FL.

She also has a Lean Green Belt Certification, having mastered a set of techniques and tools for process improvement, and is currently completing a Master of Business Administration. Ramos Rodriguez describes herself as having "always been analytical, process-oriented, a problem-solver and efficient in my day-to-day life."

She explains her current role: "As the process improvement manager, my major responsibility is to drive continuous improvements in everything we do and eliminate waste."

To do that she produces time studies and data analysis to define problems and areas with improvement opportunities. She also provides professional advice, such as the measurement of work, key performance indicators (KPIs) and detailed layouts to optimize production flow, to the executive management team in the area of industrial engineering.

"My typical workday involves running improvement projects and handling customer concerns regarding safety, quality and production efficiency," she details.

AAR Aircraft Services is the aftermarket division of AAR Corp., based in Wood Dale, IL. AAR supports commercial and govern-

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