

Cindy Ramos

Station Manager | Universal Aviation Dominican Republic (MDLR)

UNIVERSAL® EMPLOYEE SINCE 2016

Client-First Leader. Ground Handling Pro. Passionate About Aviation.

- Over 24 years in aviation, beginning her journey in 2001
- Inspired by her mother, a pioneer in the local aviation community
- Rose from assistant to station manager, mastering every aspect of flight coordination
- Known for her proactive mindset, high-touch client service, and calm under pressure

Career Highlights

- Started in aviation straight out of high school, gaining experience in logistics coordination, customer service, and flight handling
- Played a lead role in pandemic-era repatriation efforts—helping stranded families return home safely during COVID-19
- Managed humanitarian missions following Haiti's 2011 earthquake, coordinating with authorities to ensure swift and smooth handling
- Led ground operations during high-traffic events at nearby Casa de Campo resort, including golf tournaments, concerts, and international fishing competitions
- Regularly serves as a Universal webinar speaker, sharing key updates for MDLR peak season travel



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Philosophy & Personality

- Believes exceptional service starts with consistency, empathy, and knowing each client by name
- Thrives on the dynamic nature of aviation and the satisfaction of a perfectly coordinated mission
- Approaches every challenge with attention to detail and a personal touch
- Motto in action: “Deliver more than expected.” – Larry Page

Fun Facts

- Favorite aircraft handled: Gulfstream G700
- Largest aircraft handled: Airbus A319
- Most flights handled in a day: 40
- Surprising fact: Meets celebrities regularly at the station—friends are always curious who’s visiting



WHAT MOTIVATES ME?



No two days are the same. I love the challenge of making sure everything runs smoothly—and knowing our team played a part in a successful journey.