

# Marcia Taue

## Operations Manager | Universal Aviation Brazil

UNIVERSAL® EMPLOYEE SINCE 2006

### Ground Handling Leader. Relationship Builder. Problem Solver.

- Over 26 years' experience in business aviation
- Brings a deep understanding of ground operations and client experience from years as a gate agent, security profiler, and ground handler
- Certified in AVSEC and Business Management, she leads ground operations in Brazil with professionalism, positivity, and a deep appreciation for the fast-paced world of aviation
- Recognized for building strong relationships with CIQ and airport authorities, resolving challenges under pressure, and fostering a welcoming, high-performing environment for both clients and teams.
- Known for mentoring teammates, adapting to evolving regulations, and bringing cultural empathy and operational precision to every mission

### Career Highlights

- Nearly two decades with Universal, leading ground operations across one of Latin America's most demanding aviation markets
- First-hand experience with top-tier high-traffic events: World Cup, Olympics, G20 Summit and BRICS Summit—ensuring consistent, high-level service



# Marcia Taue (cont.)

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## Philosophy & Personality

- Believes in the power of active listening, empathy, and open communication to solve problems and build lasting partnerships
- Known for her positivity and steady presence in a fast-paced environment
- Guided by the belief that aviation is like a family—diverse, dynamic, and always moving
- Personal motto in action: “Smile—it makes all the difference.”

## Fun Facts

- Favorite aircraft: BBJ 757
- Largest aircraft handled: Boeing 787-800
- Finds balance outside of work through fishing and traveling



## WHAT MOTIVATES ME?



Every day brings something new—and that’s exactly why I love it.



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