

Mark Shiels

General Manager | Universal Aviation Dublin

UNIVERSAL® EMPLOYEE SINCE 2006

Veteran Operator. Hands-On Leader. Trusted Problem Solver.

- 29 years in aviation, including 19 with Universal and 10 with Ryanair
- Leads Universal Aviation Dublin with deep operational knowledge and a relentless drive to deliver premium support in a complex airport environment
- Built Universal Aviation Dublin into the FBO with the highest market share at the airport through experience, dedication, and a commitment to service
- Proudly supports a wide spectrum of missions—from emergency medical flights to VVIP state visits and global touring artists
- Known for doing whatever it takes to make every mission smooth, successful, and safe

Career Highlights

- Has handled everything from light jets to Boeing 747s—including state visits for the VP and Prime Minister of China, the Chancellor of Germany, and other dignitaries
- Serves as the Preferred Handling Agent in Dublin for top-tier touring musicians, major sports teams, and military aircraft from around the world
- Regularly works with airport operations, the Department of Foreign Affairs, Eurocontrol, and police authorities to secure runway stands and ensure seamless VVIP arrivals
- Personally helped grow the Dublin station to become Universal's top-performing FBO in market share
- Provides ongoing support to the Irish Health Agency's medevac aircraft—coordinating lifesaving organ transport and pediatric care missions for over a decade



Mark Shields

General Manager | Universal Aviation Dublin

UNIVERSAL® EMPLOYEE SINCE 2006

Philosophy & Personality

- Motivated by working with a strong, dependable team, the fast pace of aviation, and the satisfaction of a job well done
- Known for staying calm under pressure, multitasking efficiently, and giving both clients and team his full attention
- Believes in: “Be the best that you can be.”
- Takes pride in helping others—especially when it counts most

Fun Facts

- Largest aircraft handled: Boeing 747
- Favorite aircraft: Airbus A318 and the DC-10
- Most flights handled in one day: 40
- Once sourced last-minute chamomile tea for Michael Jackson
- Golf enthusiast



WHAT MOTIVATES ME?



We deliver great service in a challenging environment—because that’s what our customers deserve.



An Evans Aviation Company