

Melissa Cadet

Operations Coordinator | Universal Aviation Costa Rica (MROC)

UNIVERSAL® EMPLOYEE SINCE 2009

Mission-Focused. Customer-Centered. Calm Under Pressure.

- Brings over 15 years of hands-on experience managing complex aviation operations
- Holds certifications in Business Administration and Administrative Management Analysis
- Known for pre-flight briefings that proactively address weather, traffic, immigration, and potential delays
- Passionate about integrating efficiency, effectiveness, and safety into every flight
- Communicates proactively with pilots, clients, and stakeholders to prevent surprises
- Treats every mission—whether VIP, humanitarian, or routine—with the same level of care
- Strives to ensure each passenger’s experience is seamless, secure, and stress-free

Career Highlights

- Built trusted relationships with airport authorities, CIQ, and government agencies through professionalism and clear communication
- Played a key role in GAT SJO being named Best Private Aviation Terminal in Latin America (Pro Pilot Magazine, 2021)
- Has supported high-traffic operations for presidential visits, World Cup tours, and major concert flights
- Played a key role in a humanitarian air ambulance mission for a child with 90% burns—offering emotional support as well as operational care



Melissa Cadet (cont.)

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Philosophy & Personality

- Guided by three core values: honesty, efficiency, and effectiveness
- Builds strong, long-term client relationships by being transparent and authentic
- Believes every interaction is an opportunity to earn trust and deliver excellence
- Leads with professionalism, humility, and a sincere love for aviation

Fun Facts

- Favorite aircraft moment: HondaJet piloted by Tom Cruise
- Most luggage handled on for a single flight: Coordinated a Global Express flight for a couple arriving with 15 pets and five months of personal items
- Most aircraft handled in a single day: 25
- Most memorable VIP request: Delivered a last-minute request for flying fish eggs on a VIP catering order
- Favorite aircraft: All of them. Especially, Global Express, Gulfstreams, Challengers, and Falcons



WHAT MOTIVATES ME?



The fast-paced environment, the challenge of problem-solving, and the satisfaction of knowing that I'm contributing to something bigger, like ensuring safety and efficiency, really keeps me going.



An Evans Aviation Company