

# Yvonne Chan

Regional Director, APAC | Universal Aviation

UNIVERSAL® EMPLOYEE SINCE 1992

## Aviation Trailblazer. Ground Ops Veteran. Industry Connector.

- Over 35 years experience, entering the industry when business aviation was just emerging in Singapore
- Career experience spans admin, operations, and management roles
- Leads Universal's APAC region with decades of on-the-ground knowledge and operational expertise
- Strong relationships with airport authorities, CIQ, and government agencies across the region

## Career Highlights

- Recognized by ASBAA for Best Ground Handling Services in the region
- Named top FBO and Customer Service Representative by AIN for Singapore
- Led ground ops during major events: Singapore F1 Grand Prix, WEF, Royal Flights, and more
- Coordinated emergency medical transport logistics for international incident response, managing fleet deployment of 14 ambulances for critical patient transfers
- Coordinated aircraft recovery and supported a 24-hour investigation after a runway incident



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## Philosophy & Personality

- Known for solving problems fast and staying calm no matter the complexity
- Respected for her leadership, empathy, and always making time for clients and team
- Drives trust through clear communication and a consistent can-do attitude
- Guided by the motto: “Safety first, leadership second, and learning always.”

## Fun Facts

- Most aircraft handled in a single day: 24
- Most complex luggage loads: 4 cargo containers and 1 pallet of luggage
- Devoted animal lover and advocate for both team and client success
- Handled B747s, dismantled a Sabreliner, and arranged special missions—including aircraft sent just to pick up local food



## WHAT MOTIVATES ME?



Every day in aviation is a new adventure—and I’m always ready.



An Evans Aviation Company