



Biography

Erin Jakupciak

SEABURY OCI Advisors, LLC

Consultant

PROFILE

Erin is a consultant in the Seabury OCI Workforce Analytics practice specializing in a wide range of services critical to the airline operations including labor analysis, budgeting, strategic planning, and staffing proposals. Erin has expertise in developing comparative analysis of wage rates, work rules and benefits contained in collective bargaining agreements. She has worked with both Flight Attendant and Pilot Labor Contracts, and has a keen understanding of the practical applications of labor work rules on staffing and operations. Erin has developed short- and long-term staffing proposals that improved efficiencies and reduced costs for these work groups.

Erin's most recent engagements include the development of pilot and flight attendant staffing models at major and regional airlines. She also designed and delivered a service-focused training program for crew schedulers to improve both scheduling effectiveness and communication between crew members and schedulers, resulting in improved operational performance.

PREVIOUS EXPERIENCE

Prior to Seabury OCI, Erin worked at Northwest Airlines for nearly 20 years, most recently as Director of Flight Attendant Training, Standards and Communications. At Northwest, she developed and delivered regulatory and service training programs to more than 9,000 flight attendants worldwide. Erin led the development of e-learning programs, resulting in a reduction in training time and costs while improving knowledge retention.

Additionally, Erin has experience in Flight Operations, Accounting, Flight Attendant Staffing and Cargo. She has worked closely with the negotiating teams during collective bargaining negotiations to recommend and implement cost effective staffing and training proposals.

EDUCATION AND PROFESSIONAL AFFILIATIONS

- B.A., Finance, University of Wisconsin, Madison
- B.A., Personnel Management, University of Wisconsin, Madison



"Driving business results through human capital."

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