

MIA Vice Chairperson Candidate Information

All information supplied by each candidate has been printed just as it was received. Per Section 14.G, 10 of the APFA Policy Manual, the National Ballot Committee has not verified the truthfulness of this information, and no correctons have been made regarding spelling, punctuation, capitalization, grammar, intent or content. Candidates are listed in alphabetical order.



NAME: Terrence Kelly Williams

BASE: MIA

PREVIOUSLY BASED: SFO, BOS

LENGTH OF SERVICE: 11 YEARS

FLIGHT ATTENDANT CREDENTIALS:

1998-1999 SFO-D
 1999-2004 BOS-D
 2004- MIA-D
 2008- Purser

Selected to be on the 'Say The Name' Panel to Improve American Airlines Customer Service Rating

EDUCATIONAL BACKGROUND:

Pensacola Junior College (1993)
 Associates of Arts, Mathematics

University of Miami (1997)
 BM, Instrumental Music Performance cum laude
 BBA, Business Administration

Boston University (2001)
 MBA, International Business Management

PREVIOUS EMPLOYMENT EXPERIENCE:

Founder & President at Spa International (2008-Present)
 Assistant Spa Director at Guerlain Spa (2007-2008)
 Lead Spa Concierge at The Standard Hotel Company (2005-2006)
 Spa Concierge at The Ritz-Carlton Hotel Company (2002-2003)
 Director of Fitness Operations at InterContinental Hotel Group (1997-1998)
 Spa Guest Coordinator at Doral Golf Resort & Spa (1997-1998)
 Fitness and Spa Reception Manager at The Biltmore Hotel (1994-1998)

LABOR RELATIONS BACKGROUND:

Went head-to-head with management at The Biltmore Hotel in protest of the workers, employed in a variety of service positions and garnered public support for our struggle for better wages and working conditions.

PERSONAL STATEMENT:

There is no just cause for the self-satisfaction and financial rewards the Company enjoys while denying to recognize the sacrifices we have made over the past seven years. But there is cause for hope and faith in what we can achieve in Unity. Through my leadership, I will improve the conditions of our employment in Miami. I will bargain with the Company on behalf of Miami-based flight attendants, who work tirelessly to provide for themselves and their family in these financially challenging times, for negotiation of wages, procedures, workplace safety and policies. There must be no delay or no hesitation or no compromise with a common purpose to achieve equality for our unwavering dedication, consistent hard work and service. Cyrus Rowlett Smith, who led American Airlines as President for 34 years said, "American Airlines flight attendants are an important part of our quality product."

My mission is to right what is wrong, to ensure justice for all and to faithfully serve each flight attendant of Miami without compromise.

REFERENCES

John Mercurio	BOS	Lourdes Appleby	MIA
Carolyn King	JFK	David Barela	ORD
Annie Johnson	MIA	Cara Good	IMA
Janet VanMinsel-Vrotsos	LGA	Jason Kreifels	BOS

NAME: Michelle Bernstein

BASE: MIA

PREVIOUSLY BASED: LAX

LENGTH OF SERVICE: 18 YEARS

FLIGHT ATTENDANT CREDENTIALS:

Based in MIA since 1999
 PFA Recipient
 Strike Activist 1993
 Three class qualified
 Equipment Qualifications, 767, 757, 737, S80

EDUCATIONAL BACKGROUND:

Tyler Junior College, Tyler, Texas

PREVIOUS EMPLOYMENT EXPERIENCE:

Comanche Peak Nuclear Power Plant, Glen Rose, Texas
 Administrative CAD Assistant

LABOR RELATIONS BACKGROUND:

Current MIA Vice-Chairperson
 MIA Operational Council Representative
 Member, Legislative Committee
 Member, Bid Sheet Committee
 CISD Trained
 Alternative Dispute Resolution Trained
 Scheduling and Contract Trained

PERSONAL STATEMENT:

Day to day competent, experienced and compassionate representation of our Members is essential and deeply woven in the fabric of APFA.

As a Member of the MIA Domestic Council, your Operational Council Representative and Vice Chairperson, and with eighteen years service as a Flight Attendant I understand and respect the seriousness and value of serving our collective and individual needs.

With our negotiating team working to determine our best course as a group, the high level of service we provide to individual members to address specific needs cannot and should not ever be taken lightly. Effective representation for our base requires training, experience and the cooperation of a large number of people on all sides of the issues. Productive professional relationships require time to develop. If elected I will continue to work to always achieve the best results for you. Our work is also very much an APFA team effort. The resolution of individual occurrences is often attributable to the dedicated and committed work of experienced representatives.

My daily responsibilities include representing Flight Attendants in 31R Investigation Hearings, Dispute Resolution Conferences and Attendance Meetings, as well as negotiating settlements with Flight Services on scheduling, IOD pay, unfairly obtained performance occurrences, trip missed recodes and removals and conducting Critical Incident Stress Debrief Meetings.

I sincerely appreciate your confidence and the opportunity to continue to serve the base mediating and resolving professional issues on your behalf.

REFERENCES

Keith J. Anderson	MIA	Orli Styren	MIA
Cheri Washbish	MIA	Randy Trautman	IMA
Jeff Pharr	MIA	Colleen Ketterer	MIA
Cindy McDaniel	MIA	Angel Lopez	IMA
Patrick Farrell	MIA	Barbara Rives	IMA