

HELEN ZIENKIEVICZ
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PROFESSIONAL EXPERIENCE

Chief Executive of Cabin Safety Consultants

2007-present

- Educate the public and industry about aviation safety through various forums and media venues.
- Aviation safety training consultant and expert witness in cabin and airline safety litigation cases.

President of Health Leaders Promoting Safety (HLPS)

2007-present

- Perform health screening exams, safety assessments and coaching in a variety of business settings.

Nurse Practitioner & Adjunct Faculty at various facilities in Colorado & Oklahoma.

1978-present

- Nurse Practitioner at Integris Hospice & former NP Hospice Quality Care: perform Medicare assessments on hospice patients.
- Nurse Practitioner at CRG Labs of Oklahoma: Perform DOT, CDL, OSHA and pre-employment physical exams.
- Former Cardiac Nurse Practitioner at Porter Adventist Hospital, Denver: Evaluating and stress testing cardiac & TIA patients.
- Former Occupational Nurse Practitioner for United Airlines: Performed physical exams on pilots, managers and pre-employment ramp, mechanics, food service, customer service agents and flight attendant applicants.
- Former clinical instructor for Associate and Baccalaureate degree nursing students for two Oklahoma colleges.

Manager of Health, Safety, & Security-Onboard Service, United Airlines, Chicago, IL

2004-2007

- Principle cabin safety liaison to the Federal Aviation Administration and Transportation Security Administration.
- Established and chaired the first major airline flight attendant Aviation Safety Action Program.
- Manager of department responsible for investigating onboard (in-flight) emergencies, injuries and incidents.
- Advisor and co-developer of divisional policies, training and communication venues pertaining to flight attendant health, safety and security related matters.

Airport Manager for United Airlines in Lincoln, NE and Oklahoma City, OK

2000-2004

- Responsible for budget and manpower planning for two airports that operated 6-20 flights per day.
- Managed 28-40 customer service, ramp, airfreight & and station control center employees. Oversaw hiring, training, performance, and safety & security related matters for two general airport operations.
- Represented United Airlines in discussions with local airport authority, local law enforcement, the FAA, the Transportation Security Administration, union representatives, EEOC, ADA, EPA, DOT, OSHA, etc.

Supervisor of Flight Attendants and Customer Service Representatives, United Airlines

1997-2000

- Responsible for promoting safe work practices, in compliance with FAA & OSHA regulations, while meeting on-time performance, baggage service delivery and customer satisfaction goals.
- Co-wrote and trained Denver Customer Service Supervisors in United's Emergency Response Procedures.

Senior In-flight Safety Investigator, United Airlines, Chicago IL.

1995-1997

- Regulatory advisor to the Vice President of Corporate Safety and Security and Onboard Service Sr. Vice President in flight attendant hiring, emergency training needs, injury prevention programs and safe work practices.
- Wrote and published *Partners in Safety* newsletter which was distributed to over 24,000 flight employees.
- Raised industry and public's level of awareness regarding turbulence injuries by producing two dramatic videos which were shown at the Southern California Safety Conference and distributed to 30 International Air Carriers.

Emergency Procedures Instructor United Airlines, Denver CO.

1989-1995

- Instructed commercial pilots and flight attendants in the management of evacuations, ditching, in-flight fires, security threats, decompressions, medical emergencies, crew resource management, and the operation of UAL aircraft exits and equipment.
- Served as a consultant to Boeing in the development of the B-777 doors and emergency equipment.
- Created an instructor-training library composed of AV and written material from past accidents and emergency related topics. The library enhanced the training of new instructors while assuring the proficiency of incumbents.
- Developed training programs for both pilots and flight attendant management of inflight emergencies.

ADDITIONAL EXPERIENCE

- **Consultant** to the Army Corps of Engineers, ARCO, Exxon, Chevron, and Gulf Coast Transit. Trained tug and oil tanker ship captains in the management of offshore medical emergencies, trauma care, ship-to-shore communications and off-vessel evacuations.
- **Speaker** at a number of forums, including the International Aircraft Cabin Safety Symposium, World Aviation Training Symposiums, FAA Shared Vision of Aviation Safety Conference, US Department of Justice - US Marshals Service Justice Prisoner and Alien Transportation System (JPATS), Arapahoe Community College, AT&T and Samedan Oil Company. Topics included: Cabin Aviation Safety Action Program, Managing Medical Emergencies Inflight, Aviation Safety, Flight Attendant Back Injury Prevention, Turbulence Injury Prevention, How to Travel Safely, Stress Management, First Responder Training and Behavioral Based Safety.
- **Attended** Open Doors Organization Universal Access in Aviation Conference (2022)
- **Attended** IATA Cabin Safety Conference (2021 & 2016) & World Aviation Training Symposium ('07,'08,'13,'14,'16,'17,'18)
- **Attended** IATA Global Accessibility Symposium (2020)

TRAINING

- Cabin Safety Research Workshop - FAA Aerospace Medical Research Division of the Civil Aerospace Medical Institute
- Department of Transportation & NTSB Aircraft Cabin Safety Investigation
- Incident Response to Terrorist Bombings Awareness Training – New Mexico Tech
- FAA Aviation Safety Action Programs
- International Air Transport Association (IATA) 2021 & 2016 Cabin Safety Symposiums & IATA Cabin Health Symposium
- Open Doors Organization Air Carrier Access Act Complaint Resolution Official (CRO) 2023 Recurrent Training
- Airline Ambassadors International Human Trafficking Awareness Training for Airport/Airline Personnel 2021
- Behavioral Based Safety Principles
- Basic and Advanced Cardiac Life Support, last renewed January 2024
- Private pilot instruction & FAA certificated flight attendant

PROFESSIONAL MEMBERSHIPS

- Former member of Airline Transport Association (aka Airlines 4 America, A4A) Cabin Operations Committee
- American Academy of Nurse Practitioners
- Oklahoma Nurse Practitioner Association
- Hospice & Palliative Nurses Association: Southwest Central District Leader

EDUCATION

Master of Science in Nursing	University of Phoenix	Phoenix, AZ
Adult Nurse Practitioner	Metropolitan State College	Denver, CO

LICENSES & CERTIFICATIONS

American Nurses Credentialing Center – Board Certified Adult Nurse Practitioner
Advanced Certified Hospice and Palliative Nurse
Licensed Adult Nurse Practitioner in: Arizona, Colorado, Oklahoma, Texas
Certified Federal Motor Carrier Safety Administration Medical Examiner
Private pilot: inactive