

Jon Mathisen

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PROFILE:

A highly experienced Aviation professional with a broad wealth of experience (more than 25 years) in the management of Operations, HSSE, Supply Chain, Product Quality & Technical and Sales & Marketing.

A proactive additional revenue opportunity seeker, with a proven track record in the delivery of successful income growth for the business.

As a strategic thinker and planner, I use my analytical, enquiring mind and strong attention to detail, to broaden the scope of the business and improve performance to the benefit of the business and the customers alike.

As a strong team player and excellent communicator, I am confident in building and managing relationships both face to face and virtually between stakeholders, customers, senior management and colleagues. I use these same skills in my capacity as a course designer, lead and trainer in all aspects of Aviation fuel technical & quality and operational.

I have a positive, adaptable, can-do attitude and welcome new challenges and leadership and accountability opportunities.

KEY COMPETENCIES:

Global Experience

Wide experienced in face to face and virtual communications across a diverse range of regions and cultures.

Aviation Technical Services

Manage all aspects of providing professional technical services to aviation customers including (but not exclusively) negotiations and contract management, compliance & audits of aviation operations, HSSE, fuel handling, supply and distribution.

Aviation Operations

Proven track record in KPI production and tracking, problem identification and solution implementation including process improvements, resource planning and change management.

Aviation Fuel Quality and Technical

Extensive global expertise in the management of aviation fuel quality. Dealing with 'off-spec' issues, trouble-shooting and non-compliance waivers. Custodian of Shell's Quality Assurance System (SAQS) in the region (EU & MESAF), the facilities and procedures to be used for the manufacture, testing, storage, handling and delivery of Shell Aviation Fuels.

Training and People Management (course and event organizer and lecturer)

Experienced aviation technical and commercial lecturer/trainer (also course and conference organizer), delivering to a diverse range of third party clients as well as internal staff. Developing, motivating and coaching individuals and successfully leading teams to achieve goals and business objectives.

Communication

Accomplished communicator: oral, written and presentation with strong customer and stakeholder focus.

Sales and Marketing

Successful sales negotiator and marketer with a proven track record in Europe/ Middle East and Africa.

SUCSESSES AND ACHIEVEMENTS:

- Successfully negotiated to win and maintain key Aviation clients/customers over many years.
- Grew and maintained the Aviation consultancy business through consistent outstanding customer relationship management.
- Completed successful cost efficiency studies including a study for Shell (Autumn 2000) Competitive Positioning Study (CPS) and Saudi Aramco (2005) which focussed on resourcing and equipment.
- Delivered high quality, professional intensive training courses in all aspects of Aviation Supply & Operations and Fuel Technical. Targeted at and delivered to a wide range of key stakeholders. Consistently received excellent feedback – typically scoring 9.5/10 (10 being the highest score).

- Managed a Competitive Positioning Study, as Aviation Manager, the result being a return from loss to profitability over a two year period (less time than planned).
- Delivered high quality, professional client/customer conferences, targeted at senior management in a number of diverse third party organisations. Responsible for the End to End delivery of the event including working with high profile third party speakers e.g. Airbus, to bring topical and dynamic content to the audience. Outstanding feedback received.
- Successful negotiation and implementation of a generic Technical Service legal contract (including export controls and embargos) which was adopted by the whole business as a key to consistent contract management.
- Qualified and accredited to carry out new source/refinery audits, across the Globe, for the business. Numerous successful audits completed.
- Active and valued member of Shell's Global Fuel Technical Team providing fuel technical and quality control services across the business globally.
- Served as a board member in the joint venture (JV) operations in Oslo Gardermoen airport, the key location for Norway's capital city.
- Received several special recognition awards (SRAs) for negotiating high profile TSA business, and for training and conference projects. Also managing the communications for business performance and KPIs.

CAREER HISTORY AND ACHIEVEMENTS:

Illuminate AS

October 2015 - Present

Managing Director

Illuminate AS was officially established by myself in early February 2016.

As Managing Director of this new company my responsibilities include:

Preparing and implementing Illuminate AS business plan.

Establishing and maintaining effective formal and informal links with major relevant government departments (corporate laws and regulations) and agencies, local authorities, key decision-makers, potential customers and other stakeholders generally, to exchange information and views and to ensure that Illuminate is providing the appropriate range and quality of services, and complying with governmental laws and regulations.

Networking with clients and potential clients to grow the business. Researching and building relationships with new clients and to identify customer needs and challenges.

Illuminate AS – www.illuminate-as.com

A/S Norske Shell

Start date February 1990 end date March 2015

Global Senior Business Consultant - Aviation

January 2014 until March 2015

Reporting to Global Engineering Manager, Aviation

Responsible for the delivery of highest quality, professional Aviation Technical Services to a key profile, important sector of the market. This role has a greater level of responsibility than the previous one including the managing and coaching of other global team members, to ensure the highest quality of Aviation Technical Services are provided.

Maximising profitability from the market through proactive customer representation.

Managing and negotiating contracts (globally), and delivering services and products to achieve customer satisfaction whilst meeting income and cost targets.

Supporting New Market Entry opportunities upon request from Business Development team.

Delivering successful Customer Conferences as part of customer relationship management and training.

Delivering professional and well received training courses both internally and externally.

Using my long experience, assisting, supporting and coaching other business consultants in their roles e.g. to gain accreditation as a Shell aviation inspector.

Global Business Development Manager

March 2002 – January 2014

Reporting to Global Operation Manager, Aviation

Responsible for business development and subsequent provision of Technical Services to third parties engaged in the aviation market sector in return for income.

Providing professional support to National Oil companies, but also Marketing Joint Ventures across a diverse range of geography and cultures; Europe, Middle East & Africa.

Managing and leading the 'Target & Resource' (annual planning process) and Management Information processes including planning and revenue receipt for the global Aviation consultancy business. Also managing and liaising with Finance to ensure the End to End process is optimal for the business.

Negotiation of Technical Service Agreement contracts in the region with new prospects including local regional oil companies.

Maintaining and managing the existing customer portfolio.

Training Marketing Joint Venture operations managers regarding HSSE and Audits & Compliance.

Developed the Compliance framework as well as HSSE system for MJVs. Conducting Audits and Inspections ensuring processes e.g. compliance and HSSE minimum requirements for third parties are implemented.

Aviation Manager – Norway (Aviation Country Authority Holder)

January 1998 – February 2002

Reporting to EU Aviation Manager

Accountable and responsible for Shell's Aviation Business in Norway including Sales & Marketing as well as Airport Operations (20 airports). Responsible for creating and leading strategies and the sales & marketing planning.

Conducting and planning the "Target & Resource" (T&R) process for the Norwegian aviation business, a business of high importance to Shell with a very diverse customer base from Global to small GA customers. The business was high turnover, high volume, had a large number of airports/customer facilities with a budget in the region of 600 Million NOK (1999)

Managing a highly experienced team, spread across the country, of approximately 25 staff, one sales person and finance backup team.

Additional responsibility for the preparation and negotiation of contracts for agent operated airports.

Representing Shell in joint venture (JV) companies.

Technical and Quality Manager Aviation Fuels (Norske Shell)

March 1993 – March 1998

Reporting to Aviation Manager Norway

Responsible for product technical and quality management in Norske Shell

Responsible for inspections and audits of group-owned and third party airports, depots and refineries and other JIG locations. Communicating output from the inspections, meeting the requirements of the Global Aviation Authority (London Based) to have comprehensive and accurate data highlighting trends and issues on yearly basis. Co-ordinate international inspections of Shell locations in Norway and issue action points and ensuring closing of gaps and non-conformities within agreed timeframe.

Project management; financial & commercial assessment on provision of new equipment on airport locations such as fuellers and dispensers (into plane equipment).

Responsibility for a capital expenditure (CAPEX) for Aviation business in Norway. Including procurement and contact with manufacturers & vendors.

Training, development and coaching of employees on airports, depots and for customer contacts such as resellers.

Provision of technical support to aviation customers such as airlines, smaller general aviation customers and airport authorities etc.

Qualified and accredited to carry out new source / refinery audits across the globe for the aviation business. Numerous successful audits completed. Active and valued member of Shell's Global Fuel Technical Team providing fuel and quality control assistance and services across the business globally.

EARLIER CAREER:

Technical Consultant/Advisor for Lubricants/Greases
For Industrial, Motor and Food industry

September 1992 – March 1993

Second in Command Shell Laboratory - Oslo

February 1990 – August 1992

PERSONAL EDUCATION & QUALIFICATIONS, DEVELOPMENT & TRAINING:

- 1986 - 1987 University Degree in Risk Assessment, Calculation of Probability & Safety Technology. By University of Horten, Norway
- 1984 - 1986 University Degree in Processing and Chemical Engineering By University of Trondheim, Norway
- Accredited Shell Aviation Inspector – Since 1993
- Leadership Course – duration over half year - for medium management staff in Shell Course title; 'Leadership & Profitability' (Oslo, 1994)
- Train The Trainer course (Shell in London London, February 2003)
- Range of Norwegian Military Leadership and Management training courses.
- 2nd Lieutenant in Norwegian Military (to 2005 the retired)
- Member of Foreldrerådet Arbeidsutvalg (FAU) – petriod 2010-12

LANGUAGES

Norwegian (Fluent)
English (Fluent)
Swedish (Business)
Danish (Business)
German (Basic)