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**Chartered Engineer, Member of Royal Aeronautical Society**

**MEng (Hons.) Aeronautical Engineering, Imperial College London**      2006 - 2010  
Aerodynamics, Structural Design, Turbo-machinery, Control Systems, Managerial Economics  
Thesis – **Cambridge University** Parametric exploration of aerofoil performance at low Mach numbers

**Career Objective**

Develop into senior leadership roles with a firm foundation in key technical and management skills. I am interested in roles which provide leadership experience and functional breadth.

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**Work Experience**

**Customer Services Representative - Lufthansa – Rolls-Royce plc**      Current  
I am responsible for Lufthansa's fleet of nearly 60 Trent 900 engines for their A380 fleet. As a customer representative in the field I have the following main responsibilities.

- Using technical knowledge and job experience to resolve customer issues on the Lufthansa Trent 900 powerplant in order to **ensure despatch reliability for the A380 fleet**
- Assisting the customer with powerplant related documentation such as Service Bulletins and EASA Airworthiness Directives as well **interpreting Aircraft Maintenance Manuals**
- **Devising powerplant worksopes** based on engine condition and airline operational requirements
- **Formulating engine removal strategies** based on **optimised forecasting** and mod incorporation policies, thus enabling the airline to maintain a **cost effective and seamless operational capability**
- **On-site liaison** between the customer and the Rolls-Royce Engineering and Operational Planning teams based in the UK, **nurturing relations with the customer** and making their voice heard
- **24/7 on-site support** in order to resolve customer issues via troubleshooting and coordination between the customer engineering team and the Rolls-Royce Operational Service Desk

**Systems Design – Powerplant Performance – Rolls-Royce plc**      May 2012 – Oct 2017  
As a Systems Design engineer I have developed my skills in Powerplant Performance Design and Systems Design and Integration. The three highlights from this period were delivering a **successful Trent 1000 Altitude Test at the USAF Arnold Engineering Development Complex, TN, USA**; passing off the **EIS Trent XWB engines for Qatar Airways A350 aeroplanes** and **designing and integrating the Starting System for Trent7000/A330neo**. Following is a summary of roles held during this time.

- **Performance Workstream Lead - Trent 800 and RB211 Project:** Accountable for resolving all performance and service issues on the project and integrating them with the customer (airframer+airline) and delivering these via managing the local team and the overseas analysis service provider.
- **Starting System Owner – Trent7000 Project:** Lead an integrating product team and designed and integrated (with suppliers and airframer) the Starting System and VSV System
- **Performance Test Support and Analysis Engineer – Trent XWB and Trent 1000:** Formed and agreed test strategies, lead engine development tests, analysed the data to form logical conclusions
- **Steady State Performance Design – Trent XWB:** Understood requirements for and planned and delivered all data request tasks, utilising the India-based analysis service provider

**Graduate Engineer – Rolls-Royce plc**      Sep 2010 – May 2012  
Carried out the following placements:

- **Control Systems Engineer (Energy – Montreal):** RB211-H63 control system development testing
  - **Trent XWB Systems Integration – IPT Lead:** FOHE Contamination Indication System development
  - **London Heathrow Field Service Office – British Airways:** Face of Rolls-Royce for the customer
  - **Design and Make – Ejector:** Team Lead and Project Manager for a team of graduate engineers
  - **Transient Performance:** Carried out shaft break analysis for critical IPTOS development for fleet
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## Key Skills and Achievements

### Communication and Negotiation

- **Managing the customer interface** on Lufthansa Trent 900s, by prompt and effective communication, understanding the customer requirements and being proactive to minimise disruption
- **Root Cause Investigation of service events** including the 3<sup>rd</sup> Aug 2016 Emirates Boeing 777 aircraft event at Dubai International Airport
- **Convinced Airbus** on a significantly reduced Relight Test Plan for altitude testing at the Arnold Engineering Development Complex (AEDC) in the USA for Trent7000
- **Led successful negotiations** of Starter Air Valve closure times on Trent7000 in order to **balance** the hardware limitation with the customer requirements
- Coordinated the Airbus interface on the Starting System through a **successful Critical Design Review (CDR)** with the **Airbus A330neo leadership**
- **Presented technical and non-technical** subject matter to **Project Leadership** including the Audit Committee on the Trent7000 project
- Coordinated with AEDC crew in the USA with regards to Trent 1000 test preparation **remotely and on-site** to deliver a **well-executed multi-million pound test**

### Leadership and Coordination

- **Workstream Lead** for all Performance subjects for the Trent 800 and RB211 Fleet
- **Delivered a Starting System** that meets the Trent7000 requirements as the Starting **System Owner**
- **Managed a cross-functional team** to plan and deliver a **robust test strategy** for Trent 1000 at the altitude test facility at AEDC, which led to a **well-executed test**
- **Led** the Design and Make team to **successfully deliver** an ejector design for Trent 1000 Nosebleed problem, capturing the knowledge in a comprehensive report to be **consulted by other projects**
- **Managed the QuEST India** resource and their workload while delivering on data requests
- **Led cricket team** to victory in the Rolls-Royce Evening Cricket League 2015 (composed of 9 teams)
- **Vice Chair** of Governors at Oakwood Junior School and **Chair of the Finance, HSE and Personnel Committee**. I helped the school in **successfully preparing a business case for a £1000** grant from the Rolls-Royce Governors' Fund in 2013, 2015 and 2016

### Technical Skills and Creative Problem Solving

- **Devised an effective method** on site at AEDC to pick out faulty instrumentation with minimal effort hence delivering a **high quality** multi-million pound experiment. Presented this at the **Royal Aeronautical Society Young Persons' Lecture Competition 2015**
- **Established the culture** of capturing Morning Meeting minutes in OneNote and sharing the notebook with the team, thus making the process **lean and streamlined**
- **Data Analysis** of raw test data in order to monitor engine health
- Presented test plans and strategies at Technical Reviews with **company specialists**

### Teamwork

- Won the **Global Learning and Development Award** in 2012 for the best **UK Design and Make Project**, delivered by developing together as a team and deploying the team's capabilities effectively
- Good team work skills gained through delivering the Trent 1000 AEDC test strategy
- As Trent7000 Starting System Owner, **brought the CFBU and SCU teams together** from across **international sites** to deliver a robust system
- An avid sportsman helping the team win the **Rolls-Royce Evening Cricket League Championships** in 2013 and 2015

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### External Positions of Responsibility

I have been the Vice Chair of the Governing Body of Oakwood Junior School in Derby from 2016 to 2017. I have mentored students in schools as a STEM ambassador. I am also a member of the Imperial College University Campus Team whereby I help recruit young talent from my alma mater.

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**Product Skills:** Matlab, SQL, Minitab, MS Office (Excel, Word, Visio, Publisher), Primavera P6  
**Languages:** English (Fluent), Urdu (Native), Punjabi (Native), Hindi (Spoken – Fluent), Arabic (Basic)

I am a keen cricketer and have represented my university. I am learning golf and I enjoy travelling.

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