Reginald Rafanan Cruz



Personal Details

Reginald Rafanan Cruz

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Skills

- GCAA Regulatory Compliance & Oversight
- Board & Senior Management Advisory
- Strategic Management Leadership
- Stakeholder Engagement & Regulatory Liaison
- Team Leadership, Coaching & Capability Development
- Safety Training & Organizational Awareness
- Quality Assurance & Management System (QMS)
- Safety Management System (SMS)
- Integrated Management System (IMS)
- Aerodrome Audit and Inspection

Profile

A strategic and collaborative leader with a strong background in airport and aviation operations, including airside operations, ground handling, airline operations, aviation security and aerodrome safety. Experienced in leading teams, developing professional capability, engaging regulators and stakeholders, and promoting a proactive safety and risk culture across complex operational environments.

Employment

Section Head Risk Management and SMS **Jun 2025 - Present**

Safey Department - Sharjah Airport Authority, UAE

- Ensure that aerodrome operations comply with local safety regulations and international aviation safety standards.
- Develop and lead the organization’s safety management system framework and ensure integration into strategic planning, decision-making and provide recommendations to senior management and the Board.
- Develop and implement risk-based audit and inspection programs. Oversee hazard identification, risk assessment, and risk mitigation processes across all operational areas.
- Lead, mentor, and develop a team of risk and compliance professionals. Provide risk management, safety management training and awareness programs across departments.

Senior Specialist Risk Management **Dec 2024 - Jun 2025**

Safey Department - Sharjah Airport Authority, UAE

- Implement safety risk assessment procedure which will allow a consistent and systematic approach for the assessment of safety risks.
- Prepare risk reports for regulators, auditors, and internal stakeholders.
- Investigate incidents or near-misses to determine the root cause and prevent re- occurrence. This involves creating detailed reports and developing recommendations.
- Conduct training sessions for aerodrome personnel to increase awareness of risk management practices and ensure they understand the procedures to follow in the event of an incident.

Post Holder / Senior Officer Quality Assurance **Aug 2022 – Dec 2024**

Quality Assurance Department - Abu Dhabi Airports, UAE

- Directly responsible to the GCAA and Abu Dhabi Airports Company to ensure that all related activities are carried out in accordance with UAE Civil Aviation Regulations, the relevant procedures within the organization’s documentation and the Aerodrome Manual.
- Prepare Quality Assurance Audit Programme and conduct internal audit including third parties and other stakeholders.
- Monitor and maintain registers for non-compliance, non-conformances and ensure corrective and preventive actions are implemented.
- Conduct gap analysis, prepare compliance matrix and identify opportunities for improvement in the existing management system.
- Ensure continuing suitability and effectiveness of the internal quality assurance system through compliance monitoring.

Certificates

STCAS Competency Assessor

STCAS Instructional Delivery Techniques

IACT Train The Trainer

IACT Aircraft Accident Investigation

ACI Managing Aerodrome Works

ACI GSN 1 SMS

ACI GSN 4 ICAO Annex 14

ACI GSN 5 Advanced SMS

ACI GSN 6 Aerodrome Auditing

ACI-ICAO Advanced Aerodrome Design and Operations

ACI Redeclaration of Runway Distance

ACI Accident and Incident Investigation

EAT Airport Nominated Post Holder

TUV Nord IMS Lead Auditor

Etihad Train The Trainer CLC Coordination

Etihad Train The Trainer

Etihad Ground Procedure

Etihad Dangerous Goods CAT 6

Etihad Critical Thinking and Questioning Skills

BV EHS Accident and Incident Investigation

GCAS Aerodrome Safeguarding and OLS

GCAS Aerodrome Physical Characteristics

GCAS Aircraft Marshalling, Technical Signals and VDGS

GCAS SOP Writing

GCAS Control of Contractors

Senior Officer Safety and Certifications **Oct 2018 - Jul 2022**

Safety and Certifications Department - Abu Dhabi Airports, UAE

- Maintain the GCAA Aerodrome Certificate of Abu Dhabi International Airport through effective implementation and monitoring of the Safety Management System (SMS).
- Update and maintain the Aerodrome Manual, SMS Manual, Policies, Procedures and any related SMS documentation as per regulatory requirements.
- Manage and maintain the hazard reporting log ensuring close out of issues within appropriate timeframe.
- Monitor safety performance against the strategic safety objectives, safety performance indicators and provide reports to the Head of Safety and Certifications.
- Chair regular safety meetings and forums with key stakeholders both internal and external.

Ground Procedures Controller **Jan 2016 - Oct 2018**

Network Operations Department - Etihad Airways, UAE

- Develop the Ground Operations Manual (GOM) and related documentation, including all applicable safety and security standards and requirements.
- Conduct and record gap analyses to support the alignment requirements of Ground Operations documentation with applicable regulations and standards.
- Support departmental preparation for corporate and industry audits including IOSA.
- Update and communicate Station Information Manual and Alternate Airport Assessment changes to applicable airports and stakeholder departments.
- Conduct turn-around audit for the ground handling agents.

Safety and Security Officer **Oct 2015 - Jan 2016**

Safety and Security Department - Nippon Express, Philippines

- Maintain the Security Operations Manual up to date for use by all on-site security personnel to cover duties.
- Manage self-inspections, compliance audits and security inspections of facilities by government agencies, investigation, and correction of all security issues.
- Lead, train and evaluate all security staff and organization personnel for disaster, fire and bomb procedures, technical equipment, emergency response and crisis management.
- Responsible for planning, developing, implementing safety and security programs, business recovery and contingency plans.

Facility Security Coordinator **Nov 2014 - Aug 2015**

Security Department - UPS Clark International Airport, Philippines

- Responsible for the implementation and maintenance of Aviation Security controls.
- Measure compliance with local, TSA, EU regulatory requirements and UPS standards.
- Act as the single point of contact for Appropriate Authorities.
- Facilitate internal and external audits and compliance inspections and monitor corrective action plans.
- Implement Quality Assurance Controls (signed records, screening equipment, recruitment, training & compliance records, security seal and transportation documentation).

GCAS Apron and Non-Movement Area Inspections

GCAS Airside Safety Management

GCAS Aircraft Turnaround Audits

GCAS Wildlife Hazard Management

GCAS Aerodrome Certification and Legal Requirements

Achievements

GCAA SMS Effectiveness Assessment Two Consecutive Zero Audit Findings 2025 and 2026

Sharjah Airport Authority Appreciation in contribution to GCAA CAR AGA Audit

Sharjah Airport Authority Appreciation in conducting MOC and RA Workshop

Sharjah Airport Authority Appreciation in conducting SMS Workshop

Abu Dhabi Airports Rising Star Employee of the Month

Etihad Airways Appreciation Caring About Details

FedEx Safety Continuous Improvement Team Recognition

Airside Duty Officer **Jun 2009 - Sep 2014**

Safety and Quality Department - Fujairah International Airport, UAE

- Maintain regulatory compliance by ensuring airside inspections are conducted and documented appropriately and that the airport's safety and security programs are carried out in accordance with established policies, procedures and standards.
- Report and document any hazards/incidents; resolve airside operational issues including undertaking situational analysis and risk assessments, and coordination of appropriate actions.
- Ensure plans for construction activity are being conducted as planned, identify and communicate any potential changes required to the project.
- Perform Safety Training and Awareness, Turnaround Audit and Internal Audit, Incident- Accident Investigation and Reporting.

Ramp Agent **Jun 2005 - Jun 2009**

Ramp Operations - FedEx Ninoy Aquino International Airport, Philippines

- Co-ordinate all ramp operations relating to the operational interface between loading and unloading the aircraft.
- Plan the weight and balance, prepare load manifest with 100% accuracy and ensure computations and center of gravity are within approved limits.
- Provide efficient operations and accurate inbound and outbound traffic service for Hub Operations.
- Comply with all operational, security and safety policies, procedures, standards and processes with the objective of meeting flight schedules with the most efficient load plan.

Education

Executive Master of Business Administration (EMBA) **2026**

King's Business School, United Arab Emirates

Swiss UMEF University of Applied Sciences Institute

Bachelor of Science in Electronics and Communications Engineering (BSECE) **1999 - 2004**

Columban College, Olongapo City, Philippines

Associate in Aircraft Maintenance Technology (AAMT) **2006 - 2008**

Mondriaan Aura College, Philippines

References

Mr. Ian Madigan - Manager Ground Operations

Etihad Airways, United Arab Emirates

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Eng. Mahmoud Talal - Head of Aerodrome Certification and Works Approval

Abu Dhabi Airports, United Arab Emirates

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Eng. Hafidh Masoud - Director of Safety

Sharjah Airport Authority, United Arab Emirates

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