PROJECT & OPERATIONS PROFESSIONAL

Dorian Liriano, PMP

I lead projects and support operational transformations across airport and operations-control systems, working with cross-functional teams to deliver on time and under budget.

View Case Studies

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HOW I APPROACH CHALLENGES

Challenges I've been asked to work through

Frontline staff are stuck with a tool they've outgrown.

Start with what the people using it actually need, then build. Adoption gets designed in, not announced at launch.

Operational technology

Atlanta: 30% average daily improvement in tasks performed →

The deadline is fixed, and the plan no longer fits it.

A fixed date turns scope into a decision: what has to ship, what can follow, and saying so openly. Use what the last rollout taught you.

Change leadership

Detroit: schedule crashed by 90 days, deployed the week before Thanksgiving →

The technology that would fix it is unproven.

Pilot it end to end, isolate the risk when it surfaces, and validate all the way to what users see.

Data and cloud

Fleet Desk: refresh latency from 15 minutes to 90–120 seconds, delivered a week early →

Several credible options, and no agreement on which.

Narrow in stages, then put real operators in front of the real options. Operating scenarios beat vendor pitch decks.

Vendor and commercial management

OCC vendor RFP: 9 vendors to 3 finalists, a controller workshop, a clear business-user pick →

It touches a safety-relevant environment, so governance comes first.

Plan the governance and procurement time instead of hoping it shrinks. Report status as it is, not as you'd like it to be.

Executive stakeholder management

OCC POC: about three months of governance and procurement, proof of concept live, validation still pending →

FLAGSHIP WORK

Selected Work

Detroit Airport Operations Digital Transformation

Project Manager · Delta Air Lines · 2023

90 days

ahead of schedule

PROBLEM

Winter operations at Detroit was an unmovable operational deadline because deploying late risked severe cold-weather disruption across the hub.

ACTION

Applied lessons from Atlanta and crashed the delivery schedule by 90 days to beat the Thanksgiving freeze.

RESULT

Deployed a week before Thanksgiving 2023, and Detroit became the platform's strongest advocate station.

Smartsheet

JIRA

Teams

Change Mgmt

ADAPTABILITY

SCHEDULE COMPRESSION

STAKEHOLDER BUY-IN

Read the full case study →

From 15-Minute Lag to Near Real-Time Operations

Fleet Desk · Project Manager · Aer Lingus · 2026

7 days

ahead of schedule, on a 60-day build

PROBLEM

Fleet Desk had no real-time view into aircraft status because dashboards refreshed only every 15 minutes, and fixing it meant deploying unproven change-data-capture tooling.

ACTION

Led a cross-functional build piloting new change-data-capture technology to stream operational data through a cloud lakehouse into a live BI dashboard; resolved a replication clash with an isolated instance.

RESULT

Delivered Fleet Dashboard v1.0 one week early, driving refresh latency down from 15 minutes to 90–120 seconds, validated end-to-end to the live dashboard.

Change Data Capture

Cloud Lakehouse

BI Dashboards

Streaming Data

REAL-TIME DATA

CROSS-FUNCTIONAL DELIVERY

STAKEHOLDER DECISIONS

Read the full case study →

OCC Decision-Support System Vendor RFP

Project Manager · Aer Lingus · 2025

9 vendors

evaluated Sept–Dec 2025, narrowed to 3 finalists and one clear business-user pick

PROBLEM

Aer Lingus's operations-control modernization programme needed a real-time decision-support tool, with four genuinely different paths on the table: buy, adapt, build, or incubate.

ACTION

Joined the initiative in September 2025 and ran the final stretch of a staged evaluation: 9 vendors narrowed to 3 on-site finalists, a live demo day, and a controller workshop.

RESULT

Clear business-user pick in December 2025, and leadership approval to proceed to a proof of concept.

RFP Matrix

Scoring Models

Governance

Business Case

VENDOR EVALUATION

EXECUTIVE BUSINESS CASE

PROGRAM LEADERSHIP

Read the full case study →

Explore All 6 Case Studies →

Discuss an Operational Challenge →

SELECTED IMPACT

Delivery at Scale

Measurable results from airline operations programs at Delta Air Lines and Aer Lingus.

✓ SCHEDULE

90 days

Detroit delivered ahead of schedule

Crashed the timeline to beat winter weather; Fleet Desk delivered 1 week early on a separate 60-day build.

STREAMING DATA

90–120s

Live Operational Latency

Reduced from a 15-minute delayed refresh to near real-time change-data-capture streaming into a live BI dashboard.

RECOGNITION

$3M+

Chairman's Club Nomination (2022)

Nominated for leading a cross-organizational project valued at $3M+, despite being new to the team (a separate recognition, not tied to a specific case study on this site).

STATION DEPLOYMENTS

Multi-Hub Operational Footprint

ATL **Atlanta Hartsfield-Jackson** DELTA AIR LINES

World's busiest passenger airport. Led a 2022 digital transformation across 4 frontline workgroups, including a rollout during Summer Heightened Awareness, then a separate 2024 Control Tower AWS migration.

DTW **Detroit Metropolitan** DELTA AIR LINES

Critical severe-weather hub. Crashed the rollout schedule by 90 days to deploy prior to Thanksgiving freeze, establishing Detroit as the network's top software advocate station.

DUB **Dublin Airport Headquarters** AER LINGUS

Operations Control Centre (OCC). Delivered a real-time streaming data pipeline for Fleet Desk 1 week early; joined the Decision Support RFP in September 2025 and ran the final stretch of the 9-vendor evaluation.

GOVERNANCE & BUY-IN

Cross-Functional Alignment Matrix

Operations & Fleet Desk

Frontline workgroup requirements, user acceptance testing, change adoption, and operational transition.

Enterprise IT & Architecture

AWS cloud migration, enterprise cybersecurity sign-offs, SSO integration, and network resilience.

Data & Platform Engineering

Change-data-capture pipelines, cloud lakehouse curation (bronze/silver/gold), and BI dashboard latency tuning.

External Vendor Partners

Contract SLA governance, multi-vendor RFP down-selection, co-development sprints, and dedicated test instances.

Executive Steering & PMO

CapEx business cases, board-level stakeholder briefings, budget management, and transparent amber/green RAG reporting.

Supply Chain & Legal

Procurement negotiations, vendor contracts, data sharing compliance, and resource planning.

INTRODUCTION

About Me

I'm a PMP-certified Project Manager with 20+ years of technology and operational leadership experience, including 12+ years in commercial aviation across Delta Air Lines and Aer Lingus.

My career pairs a working grounding in enterprise IT, enough to follow networking and data conversations, with cross-functional operational delivery, translating complex frontline operational needs into software systems that operations controllers, station leads, and ramp crews have had a voice in building.

2025 – 2026	**Aer Lingus · Technical Project Management** Operations Control Centre (OCC) modernization, real-time data pipelines, and decision-support systems.
2020 – 2025	**Delta Air Lines · Project & Operations Management** Airport Operations digital transformation, AWS cloud migration, multi-station rollouts, and cross-functional program delivery ($3M+).
2013 – 2020	**Delta Air Lines · Analytics, Process & Operations** Operational strategy, process engineering, capacity modeling, and cargo analytics leadership across network operations.
Pre-2013	**Enterprise IT, Infrastructure & Support Foundation** 10 years across infrastructure support, disaster recovery, systems administration, and end-user support from a help desk perspective before transitioning to aviation operations.

Community

Outside of work, I mentor local high school students building business plans for competition.

WAYS OF WORKING

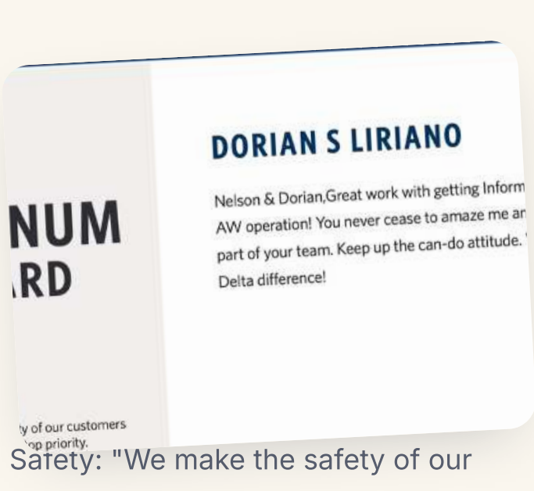
AI-Enabled Delivery

I use AI as a delivery multiplier across research, analysis, documentation, planning, and decision preparation, and have every day since ChatGPT launched in December 2022.

Since 2022	**Daily practice** Research, drafting, analysis, and decision prep, from the early ChatGPT days through today's agent and tool ecosystem.
Workflow	**Capture to execution** Obsidian for thinking, OmniFocus for execution, connected to Claude through MCP so notes turn into tracked actions.
Built with AI	**Shipped software products** Designed, built, and deployed with Claude, including this portfolio.
Exploring	**Multi-agent orchestration** Using Claude Code with delegated subagents for research, build, and review, and learning to structure that work the way I'd structure a delivery team.

RECOGNITION

Awards



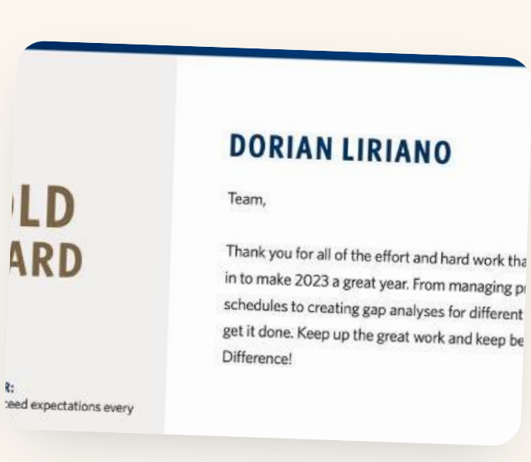
NUM
RD

DORIAN S LIRIANO

Nelson & Dorian,Great work with getting Inform
AW operation! You never cease to amaze me an
part of your team. Keep up the can-do attitude.
Delta difference!

y of our customers
op priority.

Safety: "We make the safety of our customers and each other our top priority."



LD
ARD

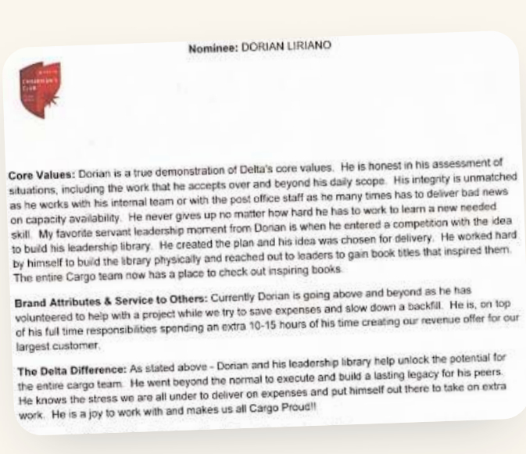
DORIAN LIRIANO

Team,

Thank you for all of the effort and hard work tha
in to make 2023 a great year. From managing p
schedules to creating gap analyses for different
get it done. Keep up the great work and keep be
Difference!

:
eed expectations every

Elevated: "We strive to exceed expectations every time."



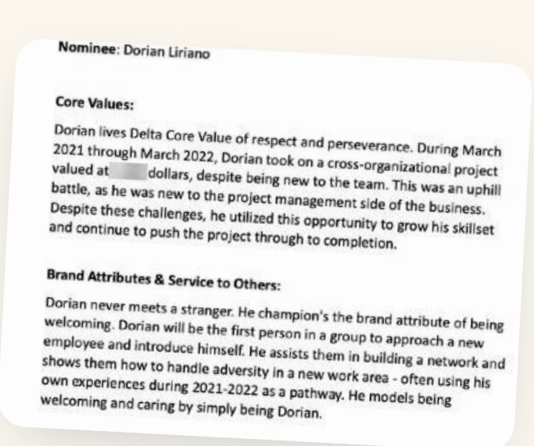
Nominee: DORIAN LIRIANO

Core Values: Dorian is a true demonstration of Delta's core values. He is honest in his assessment of situations, including the work that he accepts over and beyond his daily scope. His integrity is unmatched as he works with his internal team or with the post office staff as he many times has to deliver bad news on capacity availability. He never gives up no matter how hard he has to work to learn a new needed skill. My favorite servant leadership moment from Dorian is when he entered a competition with the idea to build his leadership library. He created the plan and his idea was chosen for delivery. He worked hard by himself to build the library physically and reached out to leaders to gain book titles that inspired them. The entire Cargo team now has a place to check out inspiring books.

Brand Attributes & Service to Others: Currently Dorian is going above and beyond as he has volunteered to help with a project while we try to save expenses and slow down a backfill. He is, on top of his full time responsibilities spending an extra 10-15 hours of his time creating our revenue offer for our largest customer.

The Delta Difference: As stated above - Dorian and his leadership library help unlock the potential for the entire cargo team. He went beyond the normal to execute and build a lasting legacy for his peers. He knows the stress we are all under to deliver on expenses and put himself out there to take on extra work. He is a joy to work with and makes us all Cargo Proud!!

Nominated for building a leadership library for the Cargo team from scratch and going above and beyond on capacity work.



Nominee: Dorian Liriano

Core Values:

Dorian lives Delta Core Value of respect and perseverance. During March 2021 through March 2022, Dorian took on a cross-organizational project valued at [redacted] dollars, despite being new to the team. This was an uphill battle, as he was new to the project management side of the business. Despite these challenges, he utilized this opportunity to grow his skillset and continue to push the project through to completion.

Brand Attributes & Service to Others:

Dorian never meets a stranger. He champion's the brand attribute of being welcoming. Dorian will be the first person in a group to approach a new employee and introduce himself. He assists them in building a network and shows them how to handle adversity in a new work area - often using his own experiences during 2021-2022 as a pathway. He models being welcoming and caring by simply being Dorian.

Nominated for leading a cross-organizational project valued at $3M+, despite being new to the team.

FEEDBACK

What People Say

Thomas Kuhn ↗

Technical Lead, North American Operations, INFORM GmbH

★★★★★

"Dorian's dedication, focus, and organizational skills make him the cornerstone of any project holding all the strings together. On top of that, he's a lot of fun to work with, where everyone feels included and he values every contribution highly."

Anis Toubaline ↗

Senior Analyst, Cargo Trucking Network Strategy

★★★★★

"During our time together on the Airport Strategy team, Dorian consistently demonstrated exceptional leadership, navigating complex challenges while fostering a collaborative environment. His mentorship and attention to detail helped me grow personally and professionally."

GET IN TOUCH

Let's Work Together

WORK AUTHORIZATION
US Citizen
Authorized in Ireland (EU Stamp 4 Permission · No sponsorship required)

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Project case studies present sanitized high-level methodologies, governance structures, and verified operational outcomes. Proprietary vendor scoring, confidential commercial contracts, and protected operational metrics remain confidential under corporate non-disclosure agreements.