



CUSTOMER AT THE HEART

It is my pleasure to introduce the Airwork Customer Care Team to you. This new team has been developed with one objective – to make your interaction with Airwork easier and to give you access to the information you need to be successful in your own business. We have grown quickly over the last few years and we want to make it easy for you to contact us and to do business with Airwork.

The team is led by Philipp Antwerpen and comprised of hardworking, dedicated and motivated people. They have a lot of experience, attention to detail and a passion for aviation that will make it easier for you to obtain information, place orders, check on progress and get the right information quickly.

The team want to provide an outstanding customer experience and will be in touch to say hello and see how we can help with your business, so please expect a call from one of them in the near future.



Shane McMahon
General Manager
Airwork (NZ)

“To meet and exceed customer expectations by consistently performing and delivering value-added services to the highest level”



CUSTOMER CARE TEAM



PHILIPP ANTWERPEN

I have been with Airwork since 2011. During this time, I have held various positions ranging from fleet management to sales. Over the past couple of years, I have been heavily involved in developing and managing the Airwork Support Plan (ASP). With the introduction of the ASP we also introduced a new, customer focused approach which turned out to be of huge benefit to our customers. When I am not at work I enjoy spending quality time with my wife and my kids and try to spend as much time outdoors as possible.



ALANA MOON

I have been with the Airwork team over the last eleven years in a number of different customer support roles ranging from stores, to workshop administration and now the newly formed Customer Care Team. I'll be primarily focused on Asia and Australia, and using my past experience within the company to help drive an excellent customer experience. When not at work I enjoy spending time with my friends & family, especially road tripping adventures with my kids.



ALI RADFORD

I have been working at Airwork for four years. Before moving into the newly formed Customer Care Team I was in the stores team looking after parts sales, customer communication and administration. I will be primarily focused on our New Zealand and Pacific Island customers, I am always happy to use my experiences and accumulated knowledge to help out.



TERESA COLE

I am the newest member of the Customer Care Team and I will be primarily focused on North and South America and Canada, however I am always happy to help customer and colleagues alike. I have spent most of my working life working in the healthcare sector, this has taught me the importance of customer experience and from where my passion for people has grown. When not at work I love yoga, reading and challenging bush walks. I also enjoy being 'one of the boys' helping when my husband is working on cars or setting up rigs on fishing trips.



Turbine Overhaul & Repair
Dynamic Component Overhaul & Repair
Maintenance
Avionics
Hoists & Hooks
Airwork Support Plan (ASP)
Parts
Aircraft Sales and Leasing

