

ACI Global Training Instructor Biography



Lorena de RODRIGUEZ
Courses: Security

Lorena de Rodriguez has over two decades of industry experience in airline station operations management specializing in airport security, aviation ramp safety, airline operations, and travel-related customer service. She is an expert in Transportation Security Administration (TSA) airport regulations and their effects on commercial service and airport security coordinators. Lorena has also assisted numerous airports with re-writing Airport Security Programs to meet operational and regulatory requirements.

Lorena served as the 2014-2015 ACI-NA World Business Partners Associate Board chair and has served on the board of Airports Consultants Council. She is an active participant on RTCA and Airport Cooperative Research and Safe Skies security research panels. She has participated in, and evaluated, several FAA emergency response drills and exercises in Arizona.

As the founder and president of SSI, Inc. (Safety and Security Instruction) Lorena leads a team of curriculum training professionals to create web-based e-learning multimedia programs focused on providing training for airport security and safety, TSA, FAA, OSHA, ICAO, and DOT required courses. The consultancy services of SSI, Inc. include airport security program revisions, ARFF program reviews, SMS program creation as well as airport certification manual writing.

Lorena began in aviation working in airline ramp and customer service. Her unique focus on safety and security procedures convey the premise that compliance with rules and customer service are not mutually exclusive processes.

She completed the ACI Executive Leadership program at Concordia University. She holds a Master of aviation management from Embry-Riddle Aeronautical University where she is an adjunct faculty member.

As a guest instructor, Lorena has conducted security and safety classes on behalf of ACI World in Korea, Panama, Dubai, and Switzerland.