My name **is Karen Burgamy** and I have worked for the FAA for 35 years. I started my career as a secretary at the SW Regional Office and currently work at the Fort Worth ARTCC (ZFW) in the position of NAS Operations Manager (NOM) in the Service Operations Center (SOC). As a NOM, I have full responsibility and final decision making to ensure the safety of the NAS during my shift and am point of contact for designated Air Traffic Control facilities both at the ARTCC and in the General National Airspace (GNAS) areas. I attend meetings and discuss outages, impacts, and resolutions. I also monitor the reliability of ATC critical equipment. Provide guidance and train individuals in the SOC on detail or recently assigned as a NAS Area Specialist (NAS) assisting in their career progression to become NOMs. Serve as the liaison between TechOps and ATC, ensuring there are no concerns about delivery of services. In the event of major events, I take the lead for the technicians and any other duties brought to my attention.

Director Message: Dear Members, I am loving this new endeavor as your Southwest Regional Director for TWO. I will always do my very best to assist members in their career progression and any training that will enhance your successes. I love the concept of leading by example and use that in all parts of my life. It is my goal to reach out to as many individuals as I can during my tenure and share with them what TWO has to offer in all roles, regardless of gender, age, or formal education. Our membership in this region is important to me and I want to build our membership to numbers higher than ever before. I will reach out to all corners of the Southwest Region and support TWO’s mission and creed.

OUR Mission: To provide support, increase awareness, promote understanding, and create a climate of advancement for the Technical Professionals supporting Aviation Safety.

OUR Creed: To increase the number of qualified women in technical careers and to maximize the contribution of technical women in the aviation industry.