

Hector Adler

Senior Vice President – Product and Service Delivery

Hector Adler was named senior vice president – Product and Service Delivery in January 2017. Hector oversees all aspects of the airline's products and services, working across departments as well as with American's regional partners to harmonize the customer experience.

Hector has 40 years of airline and inflight services experience, and previously served as vice president – Flight Service and vice president – Inflight Services. Prior to joining the airline, he served as senior vice president – Guest Experience for the former Eos Airlines where he was responsible for the onboard and airport experience. Before joining Eos Airlines, he was vice president – Inflight Services for Northwest Airlines where he was responsible for onboard service operations, including catering services and product development. He also worked for United Airlines as a director of International Inflight Services and at Pan American World Airways as vice president of Inflight and Dining Services. He started his career as a flight attendant with American and held a variety of positions with the carrier over a 15-year period.

Hector is fluent in Spanish and Italian and conversational in French and Portuguese. He earned a Master of Arts in literature from New York University and a Bachelor of Arts from City University of New York.