

Jill Surdek

Vice President – Flight Service

Jill Surdek was named vice president – Flight Service in January 2017. She previously served as vice president – Customer Planning, where she was responsible for airport policies and procedures, automation, training, auditing and staffing. Under Jill's leadership, the Customer Planning team worked to align policies and technology, transition to a single passenger service system and other key milestones, ensuring those experiences go smoothly for customers and colleagues.

She began her career at the airline in 1998, where she held positions in Revenue Management, Sales and Marketing. Prior to her current position, she was the managing director – Brand and Customer Experience Strategy. In this capacity, she had a variety of responsibilities, including menu design and operations for onboard food and beverage offerings and the strategy for American's airport lounges. She also led the successful multiyear brand modernization of American Airlines.

Jill has been a Big Sister in the Big Brothers Big Sisters program for the past several years. Recently, her family signed up as a mentor family for refugees through International Rescue Committee in Dallas.

She received an undergraduate degree from Boston College and has a Master of Business Administration from the University of North Carolina's Kenan-Flagler Business School.