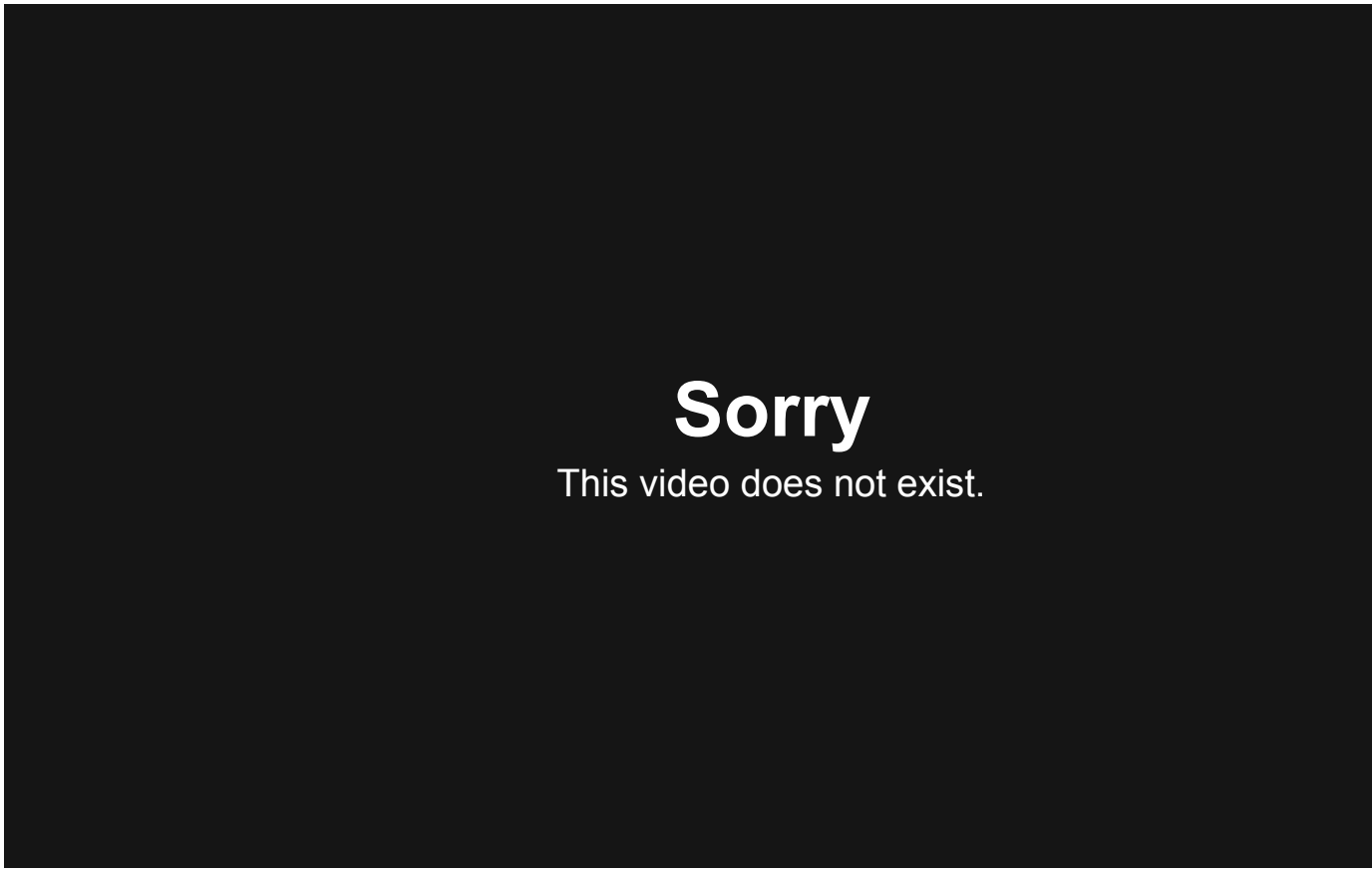
NEWS RELEASE

Straight to the Gate: Ivor Mohammed

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After more than 26 years with American Airlines, Ivor Mohammed is still enjoying her summer job. That's the story behind the Miami-based Customer Service Coordinator who has spent her entire career with American in the Sunshine State.

Ivor has held several roles with the airline. She started at the ticket counter 26-years-ago, then moved to being a gate agent, from there she spent time in the passenger control center and is now back on the floor as a Customer Service coordinator.

"I'm still with American after so many years," said Ivor. "I started this journey when I was about 19 years old, and it

was my summer job. My family makes fun of me because I haven't quit that 'summer job' after 26 years."

She says that it's the sense of family that she loves about working with her team at American. "Knowing they will always be there for me, supporting me, it just gives me a sense of security knowing that I can always count on them."

Customers can count on Ivor, as well. She recalls one situation when she was helping an elderly couple trying to get to their son, who had an emergency. And while she says she doesn't remember specifically what she did for the couple, they were so thankful for her help that they found her a month later and presented her with a thank you gift — a book and a sincere thank you note for all she had done. Unfortunately, the customer's son passed away.

In Ivor's eyes, she was just doing her job, but she was so touched they took time out to thank her in their time of loss. It's that connection to those she comes in contact with every day that makes Ivor think of her work as more than just a job … it's a part of her lifestyle.

"I really love my job, I love talking to people, interacting with them," she says. "They also give me tips on where to go for my next adventure, traveling around the world."

And she has already plans to use those guaranteed space tickets awarded to team members after being named Air Transport World's Airline of the Year. "I'm dying to go to New Zealand, I'm really excited to use my confirmed ticket — hopefully this year."