NEWS RELEASE

Straight to the Gate: Carlos Jimenez Gonzalez

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You can't miss Carlos Jimenez Gonzalez's positive outlook. His attitude is infectious. And when it comes to being a member of the American Airlines team, he knows he plays a key role in helping customers have a good experience. "I have the chance to make a positive impact in our customers' lives through my role here at American Airlines, and many times customers can see it and pay you back," said Carlos, a Customer Service Operations Coordinator.

While he has been an "official" member of the American team for 4 years, Carlos spent time as a contractor for American before being hired full time. He says he was drawn to the airline's rich heritage.

Heritage is the reason Carlos enjoys being based in Barcelona — a city rich in culture and old-world charm. He knows the best sites to visit while staying in the Spanish city: the gothic Quartet, Passeig de Grácia and the Sagrada Familia are just a few recommendations. He also says the mild weather year-round helps make the city a great place to vacation.

Working for the world's largest airline allows Carlos to interact with many cultures from around the world, an aspect that he appreciates about his job.

"Working for American Airlines in airport operations brings you the chance to deal with challenging situations, people from different cultures and backgrounds, everyone with a different character, all of that representing the biggest airline in the world," he said. "That is not only a job, (it) is a training for life."

And he, recalls a time when the whole team pulled together to help passengers during a long delay. "When I talked to my agents to see how we will cover that operation completely out of our shift, everybody jumped in without hesitation. I felt really proud of them."

When you ask Carlos what his favorite part about working at American, he smiles and says, “Everything.”