NEWS RELEASE

Straight to the Gate: Jean Marc Loiseau

8/1/2017



Jean Marc Loiseau caught the airline bug 27 years ago and hasn't looked back since.

"I loved the airport and I used to go during my school break," said Jean Marc. "I had a job cleaning computers at the airport."

He started his career with American in Haiti as a member of the international security team. Since then, he has lived in Atlanta, Miami and now, Washington, D.C., where he is a member of the Premium Customer Services team.

"I love the fact that there are so many different departments – you can do anything with American," he said.

Jean Marc is proud of his heritage and puts his knowledge of four different languages to good use especially when it comes to the customers who frequent the Admirals Club at Ronald Reagan Washington National Airport (DCA).

"I speak Creole, French, English and Spanish, and when passengers are coming from Haiti and I start speaking Creole and French, they light up," said Jean Marc. "It is a really nice feeling that I am helping people on a personal level and they can feel comfortable in what can be an overwhelming place."

He is also thankful for being able to travel around the world as a member of the American Airlines team.

“What I really love here is the travel and the opportunity it gives you. I do not know any other field where I can, on a whim decide I’m going to travel anywhere in the world or I can just go to the airport with a destination and end up anywhere,” said Jean Marc.

The travel benefits were especially meaningful after his sister was diagnosed with stage-4 breast cancer. “In the last six months of her life, she lived at my aunt’s house in Hollywood, Florida, and I really appreciated the traveling,” he said.

Jean Marc said he was able to visit his sister almost every weekend toward the end of her life and for that he is very thankful. “She was a go getter who was determined to find a cure,” said Jean Marc.

Love of his family, American Airlines team members and customers is what keeps Jean Marc coming back day-after-day with a big smile on his face. “I take pride in working for American because the sky is the limit.”