NEWS RELEASE

Straight to the Gate: Sandy Ramos

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As a child growing up in Cuba, Sandy Ramos said he and his friends would stop everything they were doing to watch the big airplanes as they flew over his town. “When you were outside and a plane would fly over, everybody would drop what they were doing and look up,” Sandy said.

When he was 19, Sandy moved to the United States, lived in Virginia for six years and then made his way to Charlotte, North Carolina, where he now works as a Customer Service Agent for American Airlines.

“I was looking for a job and I had a really great friend who had been working for American for over 10 years,” Sandy said. “I was quite familiar with the company culture, so I decided to apply and I was lucky to get a job with American.”

Sandy has been with the airline for four years now and says one of the best moments of his career was working the inaugural flight between Charlotte (CLT) and Havana, Cuba (HAV). “I was extremely thrilled, I couldn’t believe it,” he said. “It was one of the most significant moments of my life.”

Sandy also realizes the significance of these flights for many Cuban-Americans who can now travel on commercial airlines to their home country. “It is a privilege, I feel, as a Cuban-American team member; I believe that this is a great opportunity that, never in my life, I thought that I would have.”

Sandy channels his passion for Cuba – one that is especially strong during National Hispanic Heritage Month – into his passion for caring for American’s customers. “I have learned from working here that customer service begins from within. Customer service begins with ourselves and goes all the way out to our actual customers. We treat our own people with respect and empathy as well – something that we all deserve.”

And, he celebrates American’s passion for diversity. “I remember during training, we were sitting in a break room, and I looked around and everyone was from all different nationalities, laughing and talking and having a great time. I believe that is a great asset a great resource to have here in our company.”