NEWS RELEASE

Straight to the Gate: Karen Mendoza

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A love of aviation and a legacy in the business are what drew Karen Mendoza to American Airlines. “My parents have worked in aviation for as long as I can remember,” she said.

Karen works as a Customer Service agent in Mexico City (MEX) and has been with American for three years. “I want to grow here; I still have a lot to learn at American Airlines and I want to spend my career here.”

From day one, Karen knew it was important to treat American’s customers like family, and she recalls a time when, along with her fellow team members, she went above and beyond for someone.

“On a flight to Charlotte, there was a Muslim passenger who told me he needed to pray just two minutes before departure,” Karen said. “So I talked with the crew and they said just let him get onto the plane and they will find a place for him to pray and he was really, really, really thankful.”

Karen also embraces her heritage and enjoys sharing her knowledge with others. “I am very proud to be a Mexican team member for American Airlines,” she said. “I can help people learn about Mexico, from business people to

tourists. There is great culture here in Mexico and I really like to tell people about that."

In addition to enjoying the travel benefits, Karen is thankful to work for such an inclusive, diverse and supportive company.

"It is a very healthy environment to work in. You can be your own self at American Airlines and everyone is going to listen to you," she said. "Everyone is going to care about you and that comes from management and colleagues."