NEWS RELEASE

Straight to the Gate: Ray Walden

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Launching 200 mainline flights and 300 regional departures per day is no small task for the American Airline team members at Chicago O'Hare International Airport (ORD) but it is a challenge they embrace every day.

"We are really affecting the travel experience for 40,000 people a day here in Chicago and that is awesome," said Ray Walden, Control Center Manager, ORD. Walden has been with American for 17 years and he couldn't imagine working anywhere else.

"What initially interested me in employment with American Airlines was in my previous life I was a teacher and I supervised a summer work program for interns, at O'Hare," said Ray. "I became familiar with the leadership team here in Chicago and I was just finishing up my master degree in Aviation Management so it helped me get my foot in the door in the industry."

Continuous changes in the airline industry is what keeps Ray passionate about his position with American, "I love a challenge; I love change and I love looking forward to the future," he said.

“Our group always stands up and is ready to assist, and do whatever is asked,” Ray’s team is always at this side.

“One of the incidents I am particularly proud of in terms of customer service is the way our team reacts to any aircraft emergency,” Ray said. “We are the front-line response organization when we have an aircraft emergency and so, our team really comes together, everyone asks what else they can do above their normal duty positions to help.”