

Alison Taylor To Retire from American Airlines

1/20/2023

FORT WORTH, Texas — American Airlines Group, Inc. announced today that Chief Customer Officer Alison Taylor will retire from the airline. Taylor will remain in an advisory role and her day-to-day responsibilities will transition to Vasu Raja, Chief Commercial Officer, and Scott Laurence, Senior Vice President of Global Partnerships and International.

“Alison’s career has been nothing short of legendary,” Raja said. “She has been an integral part of our leadership team since joining American in 2016, leading the work to create a world-class experience at every step of the customer journey. We will miss Alison, but we’re very happy for her as she and her husband move back to Australia to be closer to their family.”

Taylor’s career has spanned more than 30 years and nine countries at two of the world’s top travel organizations. She joined American in 2016 as Senior Vice President of Global Sales and Distribution and later was named Chief Customer Officer. In that role, she oversaw the airline’s Sales and International Commercial and Operations teams as well as Reservations and Customer Relations.

As Chief Customer Officer, Taylor has been committed to providing a world-class customer experience in the air, including the development of best-in-class inflight entertainment offerings and new interiors on American’s Boeing 787-9 and Airbus A321XLR aircraft, and on the ground, including redesigned lounges at Ronald Reagan Washington National Airport (DCA) and New York’s John F. Kennedy International Airport (JFK). As an advocate for customers, she initiated the Corporate Customer Advisory Board, comprising travel leaders from several Fortune 500 companies, and developed a plan to evaluate and improve the customer journey for all of American’s diverse customers. Taylor also prioritized the development of future leaders at American through several diverse mentor programs.

In 2019, Taylor was named Outstanding Woman of the Year by the Woman in Travel Association and recognized among the Top 25 Women in Travel by Global Business Travel Association (GBTA). In 2022, she was recognized again by GBTA as one of the Top 50 Women in Travel.

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