

Heather Garboden | Senior Vice President and Chief Customer Officer

Heather Garboden is Senior Vice President and Chief Customer Officer. In this role, she oversees American's teams dedicated to creating and delivering on the airline's world-class customer experience.

Heather most recently served as Senior Vice President of Regionals and Cargo in which she oversaw the airline's American Eagle regional operation, including American's three wholly-owned airlines Envoy, Piedmont and PSA. Prior to that role, she was Vice President of Financial Planning & Analysis and Corporate Development, overseeing American's capital and operating budget, long-range financial planning, financial systems, labor analysis, financial analysis, fleet planning and the strategy and negotiation of important business opportunities for the airline.

Heather has held several leadership roles in Finance throughout her career, including Vice President of Financial Planning and Analysis, Vice President of Financial Planning, Managing Director of Finance and Director of Financial Analysis, where she oversaw labor analysis and fleet planning. She joined America West Airlines in 2003 in revenue management and held various management roles in yield management and domestic and international pricing.

Heather was named a Woman Worth Watching by Profiles in Diversity Journal in 2016. She previously served on the Board of Directors for The Phoenix Suns Charities, which provides grants and scholarships to children and charities in the Phoenix area.

Heather earned a bachelor's degree in business administration from Villanova University.