

JonCarlo Gulbranson | Senior Vice President of Operations

JonCarlo "JC" Gulbranson is Senior Vice President of Operations, leading the airline's airport, flight and inflight operations, as well as operations planning, analytics, product management and the Integrated Operations Center, which oversees the airline's day-to-day operation.

Previously, JonCarlo was Senior Vice President of Airport Operations, where he led the global airports team through the challenges of COVID-19 and the post-pandemic travel recovery. He also served as Vice President of Operations Planning and Control Center, as well as Vice President of Customer Care, leading American's Global Reservations, Customer Relations and Service Recovery contact centers.

JonCarlo began his airline career in 2000 at Northwest Airlines and joined US Airways in 2008. With more than 25 years of aviation experience, he has held leadership roles across engineering, revenue management, customer relations, planning and operations. He was managing director for the integration of the airline's flight operations system through the merger and was named Vice President of Reservations in 2017.

JonCarlo earned a Bachelor of Science in industrial engineering from the University of Minnesota, Duluth, and he holds a Master of Business Administration from Columbia University.