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[Dave Holtz, S.V.P. – Operations and Customer Center](#)



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Dave Holtz is senior vice president – Operations & Customer Center for Delta Air Lines responsible for the Operations Customer Center (OCC) and the direction of Delta’s worldwide operations. His responsibilities include numerous other critical operational disciplines, as well as the oversight of Delta customers on SkyTeam and Delta Connection partners.

The Operations and Customer Center (OCC) encompasses a vast array of disciplines, including flight control, strategic operational planning, emergency management, performance engineering, and beyond. The OCC serves as a connection point facilitating interaction from nearly every branch of Delta’s operation and customer teams (Airport Customer Service, In-Flight Services, Technical Operations, Reservations, Customer Care, Social Media, and many more) to make proactive and real time decisions, resulting in record-breaking operational performance.

Dave is an industry veteran with more than 35 years of service with Delta. He is in charge for directing Delta’s excellent daily performance results and customer service recovery efforts on the 3200+ daily departures. He has been instrumental in driving Delta’s industry-leading performance as well as irregular operations solutions. Dave is routinely consulted by both governmental and commercial organizations on Delta’s operating strategy.

In his early years at Delta, Dave gained valuable experience in Airport Customer Service in various capacities, including above-wing and below-wing leader and hub control manager. Since joining the OCC as a flight control superintendent in 1990, he has steadily advanced through numerous positions of expanded responsibilities and was named senior vice president in March 2014.

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