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[Charisse Evans, V.P. ? Employee Relations](#)



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Charisse Evans is Vice President of Employee Relations, leading a team in Human Resources aimed at driving further accountability to Delta's values. Under her leadership, the Employee Relations Center of Excellence works to ensure the airline's policies and procedures are fair, transparent and consistent across the organization.

She is also the company's executive sponsor of SHE, Delta's employee business resource group for women.

Most recently as V.P. – Customer Experience Integration, Charisse was responsible for leading a multi-functional strategy for over 40,000 employees with a focus on driving a consistently great experience for customers.

Since beginning her career at Delta as a temporary-part-time Reservation Sales agent, Charisse has held several positions. Prior to her current role, Charisse was Vice President – Reservation Sales and Customer Care for Delta. In this position, she was responsible for 10 customer engagement centers in four countries, staffed by 6,000 employees who handle an average of 32 million calls and 3 million social media contacts per year. The teams generated \$2.6 billion in annual sold revenue.

Charisse was named one of Moves Magazine Power Women for 2019 and recently TravelPulse.com listed her as one of the 20 Influential Women in the Travel Industry. She is a board member of Dress for Success Atlanta and serves on the Board of Advisors for Women Leading in Travel and Hospitality. She holds a bachelor's degree in communications from the University of North Texas and is active in her community supporting causes such as Breast Cancer Awareness and women's empowerment.

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