
[Erik Snell, S.V.P. ? Operations & Customer Center](#)

Erik Snell 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 also include oversight of the airline’s Operations Analysis and Planning organization which seeks to improve Delta’s operations and customer service performance through data-focused analysis and decision-making.

Erik joined Delta Air Lines in 2005 working in the airline’s finance department. After five years in finance, he moved to Airport Customer Service to lead the Resource Planning, Performance & Continuous Improvement team.

Most recently, Erik served as Vice President – Delta Connection responsible for managing Delta’s partnership with regional carriers. He has also held leadership roles in ACS Field Support and Technical Operations where he led the Analysis, Performance, Training and employee involvement teams. He led a matrix organization Operations Analysis and Performance that provides analytical support, process improvement support and a project management office for all of Delta’s operational divisions. He also held the role of President of Delta Global Services and Delta Private Jets.

Prior to Delta, Erik managed investment portfolios for individual clients at SunTrust Bank in Atlanta.

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