

INFLIGHT SERVICES

The Inflight Services department includes flight attendants and our teams that support them, led by Vice Presidents Michielle Sego-Johnson and Dean Whittaker.

GLOBAL BASE OPERATIONS

MD Jennifer O'Brien



The Global Base Operations team consists of all our flight attendant bases in the system. We support flight attendants through ensuring their operational and performance success.

CATERING OPERATIONS

MD Derek Rowbotham



Innovation is the heart of our catering operations team, ensuring they provide the best onboard offerings for our customers.

CREW SCHEDULING

Director Jill Fox



The Inflight Crew Scheduling department manages the flight attendant work schedule, ensuring contractual compliance.

Open Positions:

- Crew Scheduler - Inflight | Arlington Heights, IL | Level 7 | Posting End Date: 10/24/25



TRAINING

Director Ricky Ramos-Rodriguez

The training team supports the Initial Training and Continued Qualification process of our flight attendants. Our initial training center is where aspiring United flight attendants work to get their wings. We have numerous locations across our system where qualified flight attendants and Inflight M&A go to renew their qualifications.



FLIGHT EXPERIENCE

Senior Manager Nancy Rickert

Our Flight Experience team manages service strategy and implementation as well as Link design and implementation to provide our flight attendants with the resources to provide an exceptional inflight service to our customers.

INFLIGHT PROGRAMS

Senior Manager Pat Heimdal



Our Inflight Programs team supports numerous areas of Inflight including managing our charter flights and our Purser program.



INFLIGHT SAFETY

Director Craig Schifferdecker

The Inflight Safety team ensures flight attendants are following the outlined safety protocols, and investigate safety incidents caused by flight attendants.

**FOR MORE INFORMATION AND
TO BE CONNECTED TO YOUR
AREA OF INTEREST**

INFLIGHTCAREERS@UNITED.COM