



Sophia Philis-Ortiz

Managing Director, Phoenix

Sophia Philis-Ortiz serves as the Managing Director for American Airlines at Phoenix Sky Harbor International Airport. In her role, Sophia oversees American's daily operations and more than 4,000 local team members responsible for customer care, customer operations, maintenance, passenger service and more.

Sophia's more than two-decade career in aviation spans a range of customer service and operations positions with American Airlines at all three New York-area airports, Philadelphia and Dulles International and has separately held management roles with the Transportation Security Administration (TSA).

Most recently before moving to Phoenix, Sophia served as American's Managing Director of Customer Operations for American Airlines at Philadelphia International Airport, leading team members responsible for ramp operations, aircraft servicing and baggage handling.

Sophia earned a Bachelor of Arts degree in psychology from Felician University. Sophia spends time away from the airport with her family and volunteers for causes such as the Juvenile Diabetes Research Foundation.