

Rod Ozust

Deputy Executive Director – Operations Atlanta Airlines Terminal Corporation



Rod Ozust is the Deputy Executive Director – Operations of the Atlanta Airlines Terminal Corporation (AATC). His primary responsibility is to provide the leadership and direction that ensures the customer-facing aspects of the passenger facility at Hartsfield-Jackson Atlanta International Airport (H-JAIA) are safe, functional and clean for every one of the 95,000,000+ passengers that travel through the facility each year. Additionally, he oversees the operation and maintenance of the North Terminal baggage system, AATC winter operations, and environmental compliance.

A native of Alberta, Canada, Rod migrated south and earned a bachelor's degree in psychology from the University of San Diego in 1971. He returned to USD in 1978 and received the State of California Teaching Credential.

He began his professional airline career with Western Airlines in San Diego in 1972 learning and progressing through all of the customer service functions at the station. He soon put his teaching experience to work by redesigning and authoring corporate customer service curriculums and delivering system-wide training. Rod relocated to Salt Lake City in 1984 as the Regional Training Coordinator and was promoted in the same month to Regional Administrator, responsible for creating capitol, operating and labor budgets at Western's fledgling hub.

With the Delta Air Lines and Western Airlines merger in 1987 Rod quickly assumed roles of increasing leadership responsibility. And with the acquisition of Pan Am routes in 1991 he accepted temporary assignments in Frankfurt acting as department head in Air Cargo and Airport Passenger Services respectively. Upon his return to Salt Lake City he was promoted to Superintendent of Airport Passenger Services responsible for all above-the-wing operations at the Salt Lake City Hub including ticket counters, gates, baggage service and Crown Rooms. In December, 1992, Rod returned to San Diego as Station Manager responsible for all facets of the operation, strategic planning, and property and facility coordination.

In 1996, Rod was named Manager – Atlanta Worldport. After implementing innovative enhancements to the facility to speed passenger processing he was promoted to General Manager – Outside Services. In this role he provided oversight, coordination and interdepartmental interface for all outsourced services at the Worldport. He was the liaison for Delta's divisions and airport business units on the Atlanta Airport Master Plan, airport/TSA security construction projects and related facility improvements. He was responsible for the security, environmental and regulatory compliance team at the Worldport.

Rod concluded his airline career in December, 2004 as Director – Customer Service at the Atlanta Worldport. He led 1,300 frontline above-the-wing employees in ensuring safe, secure, reliable transportation and distinctive customer service on 700 daily departures at Delta's Atlanta Hub.

Since joining AATC in 2005, Rod has continued to put the customer experience first in all facets of AATC's work. He has implemented outsourcing strategies and performance metrics for services, materials and supplies that deliver superior, measureable results. While the customer experience is at the forefront, incorporating sustainable operations plays an important role in all of AATC's decision-making. Measurable improvements have been achieved in energy and water conservation, consumable supplies, recycling and cleaning (equipment, chemicals and processes).