Applications of Advanced Analytics at American Airlines

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Abstract

On any given day, the “new” American Airlines will fly more than half a million passengers on approximately 6,700 flights, deliver more than 500,000 pieces of luggage, and receive more than 400,000 reservation calls. American Airlines has long leveraged information technology and advanced analytics for competitive advantage and improved decision making. Analytics play a part in all areas of the business, including planning flight schedules, allocating discount seats, assigning crews, routing aircraft, optimizing spare part inventories and understanding customer behavior. In this talk, Jim Diamond will provide examples from across the airline of how advanced analytics are being used to gain insights and solve some of American Airlines’ most challenging and complex problems.

Bio

Jim Diamond is Managing Director of Operations Research and Advanced Analytics at American Airlines. In this role he leads teams that are responsible for delivering analytical insights and developing decision support tools for various departments across the airline, from planning to operations. Prior to this role, he held various leadership positions at Sabre Holdings, the travel technology company.

Diamond received his B.S. degree from Cornell University and an M.S. and Ph.D. degree from Purdue University.