

Ann Ardizzone

Vice President, Supply Chain



Ann Ardizzone holds responsibility for Supply Chain including procurement, sourcing and contract management. She is also responsible for Risk Management, overseeing insurance requirements for airline hull, spare and comprehensive liability.

Previous to Supply Chain, she was Vice President for Inflight Services, responsible for the hiring and training of Alaska's Flight Attendants, administration, crew planning and scheduling, execution of in-flight product and procedures, and safety and compliance. A key focus of this position was on delivering the warm and friendly customer service that stands as the hallmark of Alaska's brand.

Prior to Inflight, Ann was responsible for e-commerce, alaskaair.com, encompassing interactive marketing, merchandising, business and product development. She was also responsible for the company's marketing & loyalty programs and led the airline's Mileage Plan business unit, responsible for Alaska's Frequent Flyer program, airport club rooms, customer relationship management effort, and customer care. During this period, Ardizzone developed and launched six credit card products supporting Alaska's frequent flyer program, including the companion fare product.

Ann repositioned the Mileage Plan from purely a frequent flyer program to a broader loyalty program with more than 100 relationships with banks, airlines, rental car companies and more.

Alaska has earned the JD Power award as best traditional airline for eleven years running, from 2008-2018.

Ardizzone began her career with Alaska in the finance division, and held a series of posts of increasing responsibility in that arena before moving to the marketing team in 1997, Inflight in 2008, and to Supply Chain in 2011.

Ann holds a BA in business administration from WSU and an EMBA from University of Washington, Foster School of Business.

Ann was recognized as a 2013 Women of Influence by the Puget Sound Business Journal. Ann is a member of the Board for the 5th Avenue Theatre, Girl Scouts of Western Washington and is on the advisory board to the Master of Supply Chain Management program at Foster School of Business.

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