

JetBlue announces Vice President appointments



JetBlue has announced Vice President appointments across JetBlue University, People and Customer Support

[JetBlue](#) has announced leadership appointments across JetBlue University, People and Customer Support. The appointments include the promotion of Robin King to Vice President, JetBlue University; Nikolaos Sakkas to Vice President, People; and the appointment of Eva Onger as Vice President, Customer Support.

Robin King promoted to Vice President, JetBlue University

Robin King has been promoted to Vice President, JetBlue University, where she will lead the airline's training organization.

JetBlue University delivers new hire and recurrent training for crewmembers across Airports, Customer Support, Flight Operations, Inflight, System Operations and Technical Operations, while also providing pilot training services for a variety of airlines around the world.

King joined JetBlue in 2011 following more than a decade with The Walt Disney Company. Most recently, she served as Managing Director, People Business Partner, Crew and Values Relations, partnering closely with operational leaders to support JetBlue's frontline crewmembers and culture.

She will report to JetBlue's Chief Operating Officer, Warren Christie.

Nikolaos Sakkas promoted to Vice President, People

Nikolaos Sakkas has been promoted to Vice President, People.

In his new role, Sakkas will oversee People Business Partners, Talent Acquisition, Crew and Values Relations, and other key functions supporting JetBlue's crewmembers and leaders across the organization.

Sakkas joined JetBlue in 2002 as an Airports crewmember and has since held leadership positions across JetBlue University and the People team. Most recently, he served as Managing Director, People Business Partner & Talent Acquisition. He will continue to report to JetBlue's Chief People Officer, Tracy Lawlor.

Eva Ongerer joins JetBlue as Vice President, Customer Support

Eva Ongerer has joined JetBlue as Vice President, Customer Support, where she will lead the airline's Customer Support organization, including its customer contact centers.

Most recently, she was a principal at global consulting firm Kearney, advising leadership teams on organizational design, operational performance and transformation. She brings extensive experience helping organizations improve how they work, support their people and better serve their customers. She will lead Customer Support as JetBlue continues modernizing its contact centers, strengthening support for both customers and crewmembers, and deepening integration between Customer Support and the airline's operation. She will report to JetBlue's Senior Vice President, System Operations, Airports & Customer Support, Steve Olson.

"Robin and Nik have each built outstanding careers at JetBlue and have demonstrated the leadership, expertise and judgment to take on these key roles," said Tracy Lawlor, JetBlue's chief people officer. "We are also excited to welcome Eva to JetBlue and the experience she'll bring to Customer Support. Together, these appointments reflect our commitment to developing strong leaders and ensuring our crewmembers have the support they need to deliver a great experience for our customers."