

DICKIE K. DAVIS
Division Director, Terminal Operations and Customer Service



Ms. Davis began her career with the Miami-Dade Aviation Department 35 years ago at Miami International Airport (MIA). At MIA, she earned a series of promotions in public affairs and operations before accepting her current position as Director of Terminal Operations and Customer Service. She holds the distinction of being the first woman promoted to a management position in operations at MIA, a rarity for women executives in the early 1980s.

As Director of Terminal Operations and Customer Service at MIA, Ms. Davis manages a large staff and multi-million dollar contracts. She manages MIA's terminals, which span more than five million square feet of space. She also coordinates MIA's emergency family and passenger assistance efforts.

In addition to her operations responsibilities, Ms. Davis is MIA's Director of Customer Service, where she has implemented numerous customer service innovations such as a partnership between MIA and the renowned Disney Institute. MIA is the first U.S. airport to enter into such a partnership. Over the years, Ms. Davis has also been an advocate for travelers with disabilities, starting MIA's ADA advisory task force over 20 years ago - long before the Americans with Disabilities Act was signed into legislation in 1990.

During her tenure with the Aviation Department, Ms. Davis has distinguished herself as a highly effective and empathic leader who has crafted innovations and initiatives with a keen focus on passenger care and customer service excellence.