

HANNAH M. BROWN

In January of 1945, at the age of six, Hannah M. Brown relocated with her mother from Stamps, Arkansas to Las Vegas. She attended Westside Grammar School from the second half of her kindergarten year through the 7th grade. In 1954, she graduated from the 8th grade at Madison School as class salutatorian, the first year of its existence.

In 1954, she attended Rancho High School, the first year it was in existence, where she served as Student Body Secretary. This was the first year she attended an intergraded school. Rancho was rezoned during her sophomore year which placed her at Las Vegas High School through graduation.

As a 15-year-old, she was employed as a sales associate by Larry's Music Bar. As a young adult, she became manager of the store and remained in that position until she accepted employment with Western Airlines in 1968.

Starting with Western Airlines as a reservations sales agent she progressed with the company to become their first African American and female station (location) manager. After Delta Air Lines purchased Western in 1987, she became their first as well. After receiving several managerial promotions including Regional Manager/Director with Delta Air Lines she remained in the corporate office for several years.

In 1994, she returned home and started actively working in her community. In 1999, she was elected President of the Urban Chamber of Commerce, a position she held for 8 years. In May of 2004, the Asian, Latin and Urban Chambers hosted a joint luncheon with 890 persons in attendance. In the two years that followed, they hosted two additional successful luncheons with more than 1,000 in attendance.

In September of 2007, the UCC Board of Directors named her President Emerita in recognition of ten years of service.

In 2009, the UCC created a 501(c)(3) which was respectfully named "The Hannah Brown Community Development Corporation".

In 2010, she was successful in gaining approval for a \$4 million grant from the Centennial Committee to refurbish the Historical Westside Grade School which she attended.

In 2010, Olive Crest named their Ladies of Distinction award the "Thalia Dondero/Hannah Brown Award".

Career Highlights:

- Profiled in Ebony Magazine "100 Of the Most Promising Black Women in Corporate America"
- NAACP Legal Defense Fund "Black Women of Achievement" 1988

- Negotiated a \$4 million grant to restore Westside Grammar School to a cultural center
- American Red Cross “Lifetime Achievement Award” 2018
- Clark County School District “Excellence in Education” 2018
- Public Education Foundation “Champion of Children” 2018
- City of Las Vegas Citizen of the Month January 2016
- Delta Sigma Theta Tribute Awards 2016
- The Public Education Foundation Board of Trustees
- CCSD Supt. Advisory Committee
- Honorary Associates of Arts Degree in Humane Letters-Community College of Southern Nevada
- Workforce Connections-Board Chair
- Valley System Board of Governors
- Nevada State College – President’s Medal 2009
- Nevada State College Foundation Board
- Habitat for Humanity Board of Directors
- Appointment-Executive Steering Committee for the Las Vegas Centennial Celebration (Las Vegas’ One Hundredth Birthday 2005 Activities)
- Olive Crest-Board of Trustees (Emeritus)
- JAG Nevada Board of Directors
- Proclamation from Governor Kenny Guinn 2003
- Martin Luther King Parade – Grand Marshall 2005
- Who’s Who In Black Las Vegas (Interesting Personality)
- U. S. Small Business Administration Minority Small Business Champion of the Year – State of Nevada 2006
- Delta Sigma Theta Sorority, Inc. 2016 Tribute Award
- Alpha Kappa Alpha Sorority, Inc. - Achievement Award
- Delta Sigma Theta Sorority, Inc., - Community Service Award
- Courtney Children’s Foundations First Annual Woman of the Year Award
- College of Southern Nevada’s Black History Month Award

HANNAH M. BROWN
SENIOR MANAGER/DIRECTOR-AIRLINE INDUSTRY

Results-driven professional with over three decades experience managing people, services, and finances for major airlines as well as at an international airport. Excellent problem-solving skills and strong customer service focus. Proven success in devising and implementing strategic operational plans and in analyzing and streamlining delivery systems.

- ◆ *Profiled in Ebony Magazine “100 Most Promising Black Women in Corporate America”*
 - ◆ *Honorary Associates of Arts Degree in Humane Letters - Community College of Southern Nevada*
 - ◆ *Nevada State College – President’s Medal 2009*
 - ◆ *Successfully gained approval for a 4 Million Dollar Grant to refurbish the Historical Westside School from the Centennial Committee*
 - ◆ *Valley Hospitals Board of Governors*
 - ◆ *The Public Education Foundation Board*
 - ◆ *Who’s Who In Black Las Vegas (Interesting Personality)*
 - ◆ *Appointment – Executive Steering Committee for the Las Vegas Centennial Celebration (Las Vegas’ One Hundredth Birthday 2005 Activities)*
 - ◆ *Workforce Connections-Board Chair*
 - ◆ *Olive Crest-Board of Trustees*
 - ◆ *Martin Luther King Parade – Grand Marshall 2005*
 - ◆ *Proclamation from Governor Kenny Guinn*
 - ◆ *Revlon’s Kizzy Award*
 - ◆ *NAACP Legal Defense Fund “Black Women of Achievement”*
 - ◆ *Westside (Las Vegas, NV) School “Outstanding Achievement Award”*
 - ◆ *U. S. Small Business Administration Minority Small Business Champion of the year – State of Nevada*
 - ◆ *Alpha Kappa Alpha Sorority, Inc., Achievement Award*
 - ◆ *Educated in Las Vegas (Clark County), NV School District*
 - ◆ *Attended Nevada Southern (UNLV)*
 - ◆ *Attended San Mateo College (California)*
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PROFESSIONAL EXPERIENCE

President

National Coalition of 100 Black Women

2008 to Present

The Coalition consists of more than 100 business and professional women from all areas. As President I preside over monthly meetings and attend as many committee meetings as possible. The Coalitions National initiative is HIV/Aids. We also have a Saturday tutorial school at Matt Kelly grade school, and our Economic Development Committee has held two very successful conferences. I represent the Coalition at all civic and community events. Also, assists with all fund raising efforts and program planning.

President

Urban Chamber of Commerce

1999 to 2008

Presides over monthly meetings with ten board of directors, establishing policy for the organization. Is actively involved in fundraising. Over the past several years the Chamber has assisted many deserving college students with scholarship funds.

Represents the Chamber at most civic and community activities.

McCarran International Airport

Las Vegas, Nevada

1995 to 2003

Tenant Relations Manager

Business/Development office at McCarran International Airport, responsible for advertisement, billboards, concessions incentive programs, McCarran Day Care Center and all tenants that do business with the airport. Responds to all customer complaints and assures that resolutions are satisfactory. Retired July 2003, from McCarran International Airport.

McCarran International Airport

Las Vegas, Nevada

1994 to 1995

Airport Transportation Manager

Accountable for the day-to-day operation and served as supervisor for all departmental personnel, including positions of: assistant managers; supervisors; assistant supervisors; shift supervisors; and lead agents. Recipient of "Ambassador of Courtesy" award.

Delta Airlines

Las Vegas, Nevada

1993-1994

Station Manager

Requested reassignment to Station Manager, Las Vegas, to assist with the care of my terminally ill mother. Station Manager duties included overall responsibility for daily operations, budget, and personnel. Enhanced organizational infrastructure that was responsive to diverse clientele and growing tourist industry. Evaluated operational requirements and spearheaded customer service-focused programs. Improved on-time aircraft departure rates.

Delta Airlines Corporate Headquarters Atlanta, Georgia 1989 to 1993

Regional Manager, Airport Customer Service

Position represented one of series of promotions to jobs requiring executive management skills and competencies. Served as leader, coach, and mentor to 19 Station Managers, responsible for overseeing more than 1,100 employees. Region was located in the deep South. Accountable for justifying day-to-day operating expenses of each station. Gave final decisions regarding, budgets, equipment and personnel, as well as final decisions on all personnel issues. Approved all expenditures above the \$25,000 level.

Delta Airlines Ontario, California 1988 to 1989

Station Manager

A promotion, albeit to a station with difficult personnel issues, provided opportunities to institute training programs, team building, and cost-effective models. Maintained integrity and strength of customer service focus and revised and implemented revenue-based measurement tools to address thorny budgetary issues. Resulted in correction of human resources and financial issues within a matter of months.

Delta Airlines Long Beach, California 1987 to 1988

Station Manager

Promoted to Station Manager when Delta purchased Western Airlines (1987). Opened this new station. Responsible for developing all operational and human resources systems, including station operating budget and facilities, finalizing all contracts, selecting employees, and assuring compliance with all Federal Aviation Authority (FAA) standards of operations.

Western Airlines San Antonio & Austin, Texas 1985 to 1987

Station Manager

Accepted responsibility for successful openings of both the San Antonio and Austin, Texas stations. Responsibilities included complete development of stations operating budgets, finalization of all contracts, selection of employees, and compliance with Federal Aviation Authority (FAA) standards of operations.

Western Airlines

El Paso, Texas

1983 to 1985

Station Manager

Instrumental in restructuring company's outsourcing programs from over one million dollars annually to a reduced, yet efficient \$380,000, thus saving over \$500,000 without loss of quality, service, or timeliness. Combined strong planning, organizational leadership, and consensus building skills that resulted in increased productivity and decreased "fat" in the financial systems. When promoted, station was 18 percent (18%) under budget.

Western Airlines

Los Angeles, California

1982 to 1983

Assistant Manager, Passenger Service

Was asked to transfer to Los Angeles to fill critical vacancy. Over a period of a year, the Los Angeles station had gained the unenviable reputation for late departures, inconsistent management, and fiscal problems. As troubleshooter/assistant manager, instituted training programs, employee recognition and award activities, and clear expectations for excellence at all levels of the operation. In a matter of a few months, late departures had been corrected; employee productivity had increased measurably; and operations were handled smoothly and efficiently by employees who felt ownership of the company. Was asked to delay a promotion to assure continuation of this effort.

Western Airlines

San Francisco, California

1980 to 1982

Assistant Manager, Ramp Services

Promoted and accepted responsibility for supervising approximately 120 (predominantly male) employees. Department had very poor attendance record. Developed several incentive programs that resulted in the department becoming noted as one of the top 10 departments within the system. Researched and was instrumental in policy changes, including the refunding of charges the company had been paying for office machine rental contracts.

Western Airlines

Las Vegas, Nevada

1968 to 1980

Reservations, Supervisor, Training Development

Started as a reservations sales agent and moved quickly to ticket sales agent. Worked in several capacities, most significantly as training supervisor, responsible for developing, implementing, and evaluating training programs for reservations sales, airport ticket

sales, and gate agents. Used the experience gained as a reservations agent and ticket sales agent to design customer service focused programs. Was selected into the management-training program as a result.

Community Relations, Affiliations, and Awards

- ◆ *President Emerita, Urban Chamber of Commerce*
- ◆ *Young Women's Christian Association (YWCA) "Salute to Women of Achievement"*
- ◆ *Honoree, Professional Rose Award*
- ◆ *Advisory Committee - College of Southern Nevada*
- ◆ *Chancellor's Diversity Committee*
- ◆ *UNLV Diversity Committee*
- ◆ *Nevada State College Diversification Committee*
- ◆ *Superintendent's Advisory Committee*