



Makoto Maezawa

Senior Vice President- The Americas,
Japan Airlines

Makoto Maezawa is Senior Vice President – the Americas at Japan Airlines.

Maezawa joined Japan Airlines in 1989, upon graduating from Tsukuba University in Japan, and began his career in the passenger traffic division and thereafter transferred to the cabin crew department where he gained valuable first-hand experience about customer service on both domestic and international flights, and reached the rank of purser.

In 1996, Maezawa was assigned as a secondee to Japan Air Charter Co. In 2002, he took his first international assignment as General Affairs Manager at Japan Airlines regional branch in Shanghai. After spending five years in China, he returned to the airline's Japan head office as Passenger Group Director of Airport Planning Department, and then transferred to JAL Sky Corp.

In 2015, Maezawa was appointed as Regional Manager U.S. Northwestern Region based in San Francisco. He then served as General Manager of Airport Planning Department and subsequently General Manager of Cabin Flight Operations before assuming his current position in April 2022. Maezawa currently is responsible for all activities in the American Region including passenger sales, cargo and airport operations at nine (9) online stations in the continental U.S. and Canada as well as Hawaii (Honolulu and Kona) and Guam. Additionally, the airline has sales offices in Sao Paulo and Mexico City.