



Ken Buchanan

Executive Vice President

Revenue Management and Customer Experience

Dallas Fort Worth International Airport

Ken Buchanan is the Executive Vice President of the Revenue Management and Customer Experience Division of Dallas Fort Worth International Airport. He oversees DFW's Customer Experience, Terminal Management, Concessions, Market Research and Parking Operations. Mr. Buchanan is responsible for directing new strategies related to ground transportation, parking operations, guest transportations, and all customer experiences in the terminals.

Mr. Buchanan's professional career includes more than 35 years of industry experience in revenue management, operations management, sales, merchandising technology, marketing and customer experience. He has served as the Director of Strategic Initiatives for Coors, Inc. and also has held executive-level positions at Kmart Corp., Kroger Corp., Information Resources Inc., and Pepsi Co.

Mr. Buchanan graduated with a bachelor's in business from the University of Memphis and earned his MBA from Jackson State University.