



# Mark Williams

RAMP SUPERVISOR, LOS ANGELES

If you ask Mark Williams where his office is located, you won't hear him say behind a desk; he always says it's on the ramp with the rest of his Team. As a Ramp Supervisor, Mark is responsible for setting the game plan for the day by coordinating the loading and unloading of Customers' bags and freight items. Mark thinks nothing of rolling up his sleeves to help his Team on flights with large amounts of freight. "I'm there for anything my guys need," he says. "My team puts in all their effort, so I also want to work hard for them."

As a baseball lover, Mark equates his job to helping field the plays wherever he is needed. He started his career in the airline business 18 years ago, working for two other airlines, but found his dream team at Southwest in 2005. Mark understands living the Southwest Way, first with a Warrior's Spirit.

"Southwest moves about 3.5 million pounds of inbound freight per month at LAX. Our operation's success is attributed to our Employees, so my goal is to make their job as easy as possible," he says. He also fully understands a Servant's Heart and says that Southwest is different "because people take time to care about each other, and Employees appreciate their job."

Mark certainly knows that a Fun-LUVing Attitude is the final play for a winning Team. "I want my team to be excited about their job, so we take time to have fun and be boisterous, as well." In addition, Mark and his team are committed to every task: "I look at each flight as a race to get the aircraft fueled, cleaned, and boarded in 20 minutes."

When Mark isn't helping coordinate operations on the ramp, he takes his talents to the baseball field. He is VP of the East Long Beach Pony Baseball league, where his son, Sean, plays on a team. His wife of 13 years, Terri, and daughter, Kelly, are also part of the action. In the last nine years, Mark has taken great pride in watching his family grow along with Southwest. Off the field, the Williams family enjoys the Southwest benefit of hopping on a flight for a spur-of-the-moment family trip. Southwest Airlines knows it hit a homerun when hiring Mark, a world-series-caliber Employee! —*Kelly Yang*