

Robin Gibson

Director of Quality Assurance (DQA)
Fraport USA, Inc.

Robin Gibson is Director of Quality Assurance for Fraport USA, Inc., a division of Fraport AG which is one of the world's largest airport operators with revenues exceeding \$3.5 billion. Widely recognized as the creator of modern American airport concession development, Fraport USA hired Ms. Gibson to oversee various aspects of retail and concession operations compliance throughout the United States after her exemplary 15-year career at Philadelphia International Airport (PHL).

Ms. Gibson is responsible for Fraport USA's retail and concession operational audits and contract compliance, as well as process development, improvement, and resource management. In addition, she handles subtenant compliance, program development and management, and contract management for the distribution center. Her top priorities are to improve efficiency, enhance customer service, and expand communication and collaboration.

Ms. Gibson has over 20 years of professional experience including aviation industry experience with proven success in business development, contract compliance, and property and contract management, as well as finance and human resources. She is particularly skilled in program administration with reviewing, analyzing, and restructuring processes and protocols to enhance and improve service, efficiency, and customer, client, and employee satisfaction.

Prior to joining Fraport USA, Ms. Gibson held progressively responsible roles in the Properties/Business Development Unit at PHL, a large hub airport that annually serves over 31 million passengers and generates more than \$14 billion in spending. As the Assistant Director of Aviation Business Development, Ms. Gibson was responsible for property, concession, and contract management; contract compliance; and financial analysis. She specialized in food, beverage, retail, advertising, wi-fi, hotel, and rental car and other ground transportation concessions, as well as commercial management and aviation agreement negotiations and operations. Ms. Gibson is particularly proud of her achievements with the Airport Concession Disadvantage Business Enterprise (ACDBE) Program, which she has been involved with 2003.

Among the highlights of her career include managing and negotiating agreements on more than 3,600 acres of land that generated over \$132 million in non-aeronautical revenue – a portfolio that includes a food beverage and retail program with over 185 stores occupying 184,000 square feet of space, generating over \$235 million in annual sales with \$87 million in ACDBE sales.

Ms. Gibson holds a BA in human resources management / personnel administration from Temple University in Philadelphia, PA, and an MBA with focus in public administration and a government administration concentration from the Keller Graduate School of Management of DeVry University.

A long-time member of AMAC, Ms. Gibson is currently serving on the 2020 conference planning committee. In addition to her involvement with AMAC, Ms. Gibson is an active member of the Women Transportation Seminar (WTS) and ACI-NA. For WTS, she has served the Philadelphia Chapter as Chair of the Diversity Committee and Chair of the Special Projects Committee. Ms. Gibson is a former Chair of ACI-NA's Business Diversity Committee after serving as a member of the Steering Group. She is also a member of the ACI-NA Commercial Management Committee, where she served on the Concessions Task Force.