

Liliana Rambo, CM, CAPP
Chief Terminal Management Officer
George Bush Intercontinental Airport (IAH)
William P. Hobby (HOU)



Liliana is the Chief Terminal Management Officer for Bush Intercontinental Airport (IAH) and William P. Hobby Airport (HOU) which combined managed over 56M passengers annually.

The purpose of the Terminal Management Division is to plan and implement strategic policy, and provide day-to-day guidance and direction to assure passengers traveling through the terminals at both commercial airports experience a five-star quality of service each and every time they travel. Every touchpoint the passenger has within the terminal: the ticketing counters, security checkpoint, hold rooms, concessions, FIS, baggage claim, and restrooms must all be thought through, planned and executed correctly, consistently, and with a sense of service. Liliana is responsible for over 500 service delivery team members and an annual budget of over \$100M which includes terminal projects. The Terminal Management Division is the central coordinating body tasked with the responsibility to work with each Division in the HAS providing direct contribution, service or action to achieve the HAS vision to become a Five-Star global air service gateway where the magic of flight is celebrated.

Previous to coming to Hobby, Liliana was Winpark's President responsible for oversight of Class-A office tower, retail, mixed-use, and medical parking facilities in Houston, San Francisco, Dallas, Sacramento, Phoenix and Austin. Liliana joined Winpark in September 2015 as the president of the company.

A leader with a strong background in the parking industry and over thirty years of experience, Liliana L. Rambo also worked at the City of Houston Parking Management Division; headed the City of Hollywood, FL, Office of Parking Services the management team at Miami Parking Authority for over 14 years.

Liliana recently received the AAAE Certified Member certification; is a candidate for the IAP (International Airport Professional) certification from ACI and is a Certified Administrator of Public Parking (CAPP) She holds a Master's Degree in Public Administration from St. Thomas University.

Rambo holds key leadership roles within community and aviation industry as well as the parking and transportation community, most recently as the chair of the board of directors for the International Parking Institute. Liliana also served on many boards throughout her career. Liliana was recently named one of the 30 Most Influential Women in Houston. She has presented in many parking and transportation related topics nationally and internationally over the years and has authored several published articles.

