

Southwest Airlines Announces New Chief Information Security Officer

DALLAS – Southwest Airlines Co. (NYSE: LUV) announced today that [Carrie Mills](#) has been promoted from Vice President Technology, Cybersecurity to Vice President & Chief Information Security Officer (CISO) effective March 16. As Vice President & CISO, Mills will be responsible for all aspects of cybersecurity across Southwest Airlines® facilities, airports, and aircraft, comprising security engineering, security operations, incident response, threat intelligence, risk and compliance, and vulnerability management.

In 2017, Mills joined Southwest® as the Senior Manager Cybersecurity Threat Intelligence and Response. Mills earned a Bachelor of Business Administration in management information systems from the University of Oklahoma, is a Certified Information Systems Security Professional (CISSP), and has a long-standing passion for cybersecurity. Carrie's domain expertise and Leadership talents have been invaluable in evolving Southwest's cybersecurity capabilities.

With Mills's shift in responsibility, [Jim Dayton's](#) role has changed from Vice President & CISO Technology to Vice President Technology—Platforms & Architecture. In this role, Dayton will be responsible for building modern foundational data, developing technology platforms, and overseeing the technical design of Southwest's systems to continue bolster the resiliency, security, and effectiveness of Southwest's technology solutions.

"Both Carrie and Jim are excellent Leaders within our Technology Department, and the evolution of their functions is essential as we continue the ongoing work of modernization," said Southwest Airlines Senior Vice President and Chief Information Officer [Lauren Woods](#). "As an airline, we always put Safety first, and our Technology Team guides this commitment through reliable, secure, and effective solutions."

ABOUT SOUTHWEST AIRLINES CO.

Southwest Airlines Co. operates one of the world's most admired and awarded airlines, offering its one-of-a-kind value and Hospitality at 121 airports across 11 countries. Southwest took flight in 1971 to democratize the sky through friendly, reliable, and low-cost air travel and now carries more air travelers flying nonstop within the United States than any other airline¹. Based in Dallas and famous for an Employee-first corporate Culture, Southwest maintains an unprecedented record of no involuntary furloughs or layoffs in its history. By empowering its nearly 75,000² People to deliver unparalleled Hospitality, the maverick airline cherishes a passionate loyalty among more than 137 million Customers carried in 2023. That formula for success brought industry-leading prosperity and 47 consecutive years³ of profitability for Southwest Shareholders (NYSE: LUV). Southwest leverages a unique legacy and mission to serve communities around the world including

harnessing the power of its People and Purpose to put communities at the Heart of its success. Learn more by visiting Southwest.com/citizenship. As the airline with Heart, Southwest has set a goal to work toward achieving net zero carbon emissions by 2050. Southwest has also set near-term targets and a three-pillar strategy to achieve its environmental goals. Learn more by visiting Southwest.com/planet.

1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey since Q1 2021
2. Fulltime-equivalent active Employees
3. 1973-2019 annual profitability

Media Contacts:

Visit the Southwest Newsroom atwamedia.com for multimedia assets and other Company news.

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1. Based on U.S. Dept. of Transportation quarterly Airline Origin & Destination Survey as of Q4 2025
2. Fulltime-equivalent active Employees as of March 31, 2026

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