



FOR IMMEDIATE RELEASE

AIR VANUATU WELCOMES FLAVIO CARVALHO AS CHIEF COMMERCIAL OFFICER

PORT VILA, VANUATU – May 8, 2026 – Air Vanuatu is pleased to announce the appointment of Flavio Carvalho as the airline’s new Chief Commercial Officer. Flavio officially joined the team on April 20, 2026.

Carvalho brings over eight years of experience in the aviation industry to his new role. Most recently, he served in various capacities at Air Kiribati Limited from May 2019 to August 2024, culminating in his position as Head of the Commercial and Reservation Department. During his tenure, Carvalho contributed to several operational breakthroughs for the airline. He helped formulate a domestic operational cost-per-minute model and worked to improve the company’s marketing and reservation policies. He also played a key role in setting up the airline’s first ANZ Bank E-Gate mechanism, which expanded 24/7 booking capabilities for local and overseas customers. Furthermore, he collaborated with regional tourism authorities to promote routes and supported joint marketing ventures with partner airlines, such as Nauru Airlines.

Before his time at Air Kiribati, Carvalho built a solid foundation in airline operations and customer relations. In Fiji, working on behalf of Lufthansa Group he worked as a Customer Service and Sales Specialist and later as a Quality Analyst. In these roles, he managed customer inquiries, utilized CRM systems to track interactions, and monitored compliance with industry standards to ensure quality service delivery.

His approach to customer success is deeply rooted in his early career experience at Walt Disney World in Orlando, Florida. Working in Attractions & Operations, Carvalho collaborated with crossfunctional teams to streamline attractions management processes. He also supported staff training programs and monitored performance metrics to help maintain operational excellence and high levels of guest satisfaction.

Outside of his work in aviation, Carvalho is the founder of InAddict AI, an artificial intelligence platform. The platform focuses on using predictive analytics to assist in the detection and prevention of behavioral and substance dependency, aiming to provide data-driven insights for mental health and recovery.

Air Vanuatu looks forward to Carvalho’s practical insights and collaborative approach as we continue to develop our commercial operations and serve our passengers.