Craig has over 19 years of airline experience, which includes Ramp, Operations, Customer Service, Baggage and Claims. He has held leadership roles for the majority of his tenure.

Craig plays an active role in presenting, teaching and mentoring best practices for Southwest Airlines, as well as other carriers, on ways to identify fraud and claims handling. He has spoken at multiple Global Baggage Conferences and events, including conferences held in Dallas, San Francisco, Orlando and Atlanta. In addition, he was a guest speaker at the 2014 IATA Baggage Conference in Lisbon Portugal,  the 2016 WACRA conference in Helsinki Finland and 2017 ACFE conference in Dallas.