Ramona Hood
Former President and Chief Executive Officer
FedEx Custom Critical
Richfield, Ohio

Cleveland Director



Ramona Hood is the former president and chief executive officer of FedEx Custom Critical, which offers a range of transportation capabilities for expedited and temperature-controlled ground shipments and industry-specific solutions. During her career at FedEx, she held roles of increasing responsibility and scope in a range of areas, including sales, marketing, compliance, and operations. Ms. Hood is also the founder and president of Aphthonia that provides corporate advising, strategic consulting, and group training.

Ms. Hood serves on the board of Brinker International, Inc. She also serves on the Knight Foundation board of trustees and the Kent Area chapter of Links, Incorporated.

Ms. Hood's accolades include recognition from Business Insider on its Power Players: 17 Powerful Women Leading Top Logistics Companies list, by Diversity Women Media on its Elite 100 list, and by Crain's Cleveland Business on its Women of Note list. She has also received the MEECO Leadership Institute's International Thought Leader of Distinction award and the Women in Trucking Association's Influential Woman in Trucking award and was named one of Smart Business's Smart Women award honorees.

Ms. Hood holds a BA in business management from Walsh University and an MBA from Case Western Reserve University.