

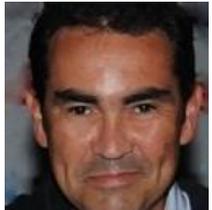
# Loyalty 2018: Speakers

<p>Kyle Armstrong <b>CEO, Kaligo Solutions</b></p> 	<p>Kyle Armstrong is the Co-Founder and CEO of Kaligo Solutions, a global leader in innovative loyalty solutions for the financial services and travel industries. Prior to Kaligo, he served 15 years with American Express as General Manager for product and customer experience strategy across Southeast Asia, Greater China, Australia and New Zealand. During this time, he doubled customer satisfaction for numerous consecutive years and headed a range of innovation initiatives.</p>
<p>Steve Arsenault <b>Airline Consulting Practice Lead, Kobie Marketing</b></p> 	<p>Steve has over 30 years of loyalty industry experience, spending the last 20 years in the CRM and loyalty sector. He successfully launched and managed the loyalty platform initiatives at Unisys and IBS Software Services and is serving as an external advisor to Loyalty Partner Solutions since 2010.</p>
<p>Jim Barlow <b>Vice President Consulting, Amadeus</b></p> 	<p>Jim Barlow is an experienced leader with a history of building innovative and profitable airline decision support systems. Jim is currently Vice President, Strategic Consulting at Amadeus where his role is to support the development of new solutions and the introduction of new technologies at Amadeus. Jim's specific interests lie in the area of airline commercial planning, specifically the areas of network planning, revenue management, reservations, e-commerce and loyalty.</p>
<p>George Baust <b>Managing Consultant, Lufthansa Consulting</b></p> 	<p>Georg Baust is an expert in customer experience and loyalty management strategies. He has advised various clients in these fields and in the last three years he has focused on aviation industry. He is Managing Consultant at Lufthansa Consulting based in Frankfurt. He holds a degree (Diplom) in Information Engineering and Management from the University of Karlsruhe, Germany.</p>

<p>Henrick Berglind  <b>Vice President, Loyalty - Asia Pacific</b></p> 	
<p>Ravindra Bhagwanani  <b>Managing Director, Global Flight</b></p> 	<p>Ravindra Bhagwanani is the founder and managing director of Global Flight. After his youth in Switzerland and his education as aeronautical engineer at the Berlin University of Technology and the Ecole Nationale de l'Aviation Civile (ENAC) in Toulouse, he quickly managed to get established as one of the most respected experts in the travel loyalty industry and interacts with loyalty professionals at a range of different companies on all continents</p>
<p>Corbitt Burns  <b>Director, Rapid Rewards Southwest Airlines</b></p> 	<p>Corbitt is honoured to lead the teams of loyalty professionals who manage the multi-Freddie Award winning Rapid Rewards®, Southwest Rapid Rewards® Credit Card and lifestyle partner programs at Southwest Airlines. He leverages his experiences from almost two decades in Product Marketing, Management Consulting, Mergers &amp; Acquisitions, Technology and Loyalty, in varying industries including Oil &amp; Gas, Retail, Steel, Travel Agency and Airlines.</p>
<p>Paul Byrne  <b>SVP Development, OpenJaw Technologies</b></p> 	<p>Paul is the Senior Vice President of Development at OpenJaw Technologies. Since joining OpenJaw in 2007, Paul has directed the teams that manage the OpenJaw t-Retail Platform and its components. Paul's responsibilities extend from Product Management to Product Marketing and Product Development. Paul has nearly 30 years of experience in the travel industry.</p>
<p>Douglas Carlucci  <b>Partner, Oliver Wyman</b></p> 	<p>Doug Carlucci is a Partner in Oliver Wyman's Transportation &amp; Services practice and leads the company's loyalty practice in the Asia-Pacific region. He is based out of the firm's San Francisco office and spends roughly half of his time in Asia. Doug specializes in loyalty program strategy and design, customer value management, revenue management, payments, and customer experience in order to grow the value of his clients' customer base.</p>

<p>Dave Carroll <b>Musician</b></p> 	<p>Dave Carroll is an award-winning songwriter &amp; social media innovator from Halifax, Canada referred to by many as master storyteller. He became familiar to 150 million people when his YouTube music video about a customer service issue, 'United Breaks Guitars', became a worldwide media sensation. He is a highly sought after professional speaker &amp; published author whose message demonstrates that we are fundamentally connected.</p>
<p>Dr Andy Chun <b>Associate Professor and Former CIO, City University of Hong Kong</b></p> 	<p>Dr Chun is a leading Artificial Intelligence (AI) pioneer and global visionary with over three decades of AI innovation experience. He has received numerous international awards for his research and development of AI systems in a variety of industries. Today, his primary focus is empowering organizations through digital transformation with AI and enterprise optimization.</p>
<p>Troy Curtis <b>Global Loyalty Services Offering Leader, DXC Technology</b></p> 	<p>Troy Curtis is the global loyalty services offering leader responsible for delivery of airline travel services at DXC Technology (NYSE: DXC). Troy is a results driven senior leader with 30 years of experience in the commercial airline travel industry, recognized for partnering closely with clients to achieve complex business objectives through IT solutions, accelerate earnings growth through transformational programs successfully managing multiple roles across various units including loyalty programs, business process, finance, operations and IT.</p>
<p>Manish Dureja <b>Managing Director, Jet Privilege</b></p> 	<p>Manish Dureja is the Managing Director of Jet Privilege, based in Mumbai. He has been at the helm of Jet Privilege, since its inception and has overseen the stupendous growth of the company, which, over three years, has established itself as India's leading loyalty and rewards Management Company.</p>
<p>Vicky Elliot <b>Group Firector - Brand Loyalty, Jumeirah Group</b></p> 	<p>Vicky heads up the Brand Loyalty for the Jumeirah Group, based in Dubai. She spearheaded the re-launch of the Jumeirah Sirius guest loyalty program as well as the development of a brand new regional lifestyle rewards mobile app. Next generation loyalty strategy and CX are just a few of her current focus areas.</p>

<p>David Feldman  <b>Loyalty and Reward Program Strategy, Catchit Loyalty</b></p> 	<p>As a loyalty and reward program strategist, David has an intuitive understanding of what makes frequent flyers loyal. Believing that Loyalty programs must enhance the overall value of the product, David focuses on the critical link between loyalty strategy and the customer experience; developing strategies to drive revenue increases through increased member loyalty, engagement &amp; satisfaction.”</p>
<p>Yi Gao  <b>Aviation Course Director, Department of Aviation Swinburne University of Technology</b></p> 	<p>Yi Gao is the aviation course director in the department of aviation, faculty of science, engineering and technology at Swinburne University of Technology. As a researcher his principal research areas include airline operations, optimization, aviation safety, pilot selection and pilot/cognitive styles. As a senior lecturer, he is currently teaching aviation regulation and operation and the undergraduate capstone research project.</p>
<p>Ulf Geismar  <b>Director, Edgar, Dunn &amp; Company</b></p> 	<p>Ulf is Director at Edgar,Dunn &amp; Company with responsibility for the Frankfurt office where he leads consulting assignments in Germany and other central European countries, involving strategy development, regulatory impact analysis, market assessments and performance analyses for a variety of major financial service institutions. Ulf brings more than 25 years of experience and executive management in the German retail banking industry.</p>
<p>Robyn Grassanovits  <b>Vice President, Product, FlightGlobal</b></p> 	
<p>Steven Greenway  <b>CEO, reward-U / HK Express</b></p> 	<p>Steven Greenway is the CEO of rewardU, Hong Kong’s premier everyday loyalty programme founded by HK Express. In his role as CEO, Steven provides strategic direction for the loyalty business. Since its launch in April 2016, rewardU has been transforming the loyalty landscape by understanding the needs of value-seeking travellers today and offering more convenience, flexibility and transparency.</p>

<p>Dominic Hofer  <b>Founder &amp; CEO, LoyLogic</b></p> 	<p>Dominic is an entrepreneur at heart. Before founding Loylogic, he worked as EVP of Business Development at Qualifyer Loyalty in Switzerland. Prior to that, he worked as a consultant with Estin &amp; Co., a strategy boutique based in Paris, France. Dominic holds a degree in Law (lic. iur.) from the University of Berne, Switzerland.</p>
<p>Sharada Iyer  <b>Head of Loyalty, Oman Air</b></p> 	
<p>Rashesh Jethi  <b>SVP Engineering &amp; Head of Innovation for Airlines, Amadeus</b></p> 	<p>Rashesh Jethi leads the engineering teams for Amadeus in North America responsible for development and delivery of travel industry software platforms and products. He also leads the global team driving innovation for Airline customers. Rashesh's background includes two Silicon Valley startups, leadership roles at Cisco Systems, Virgin Mobile and Wells Fargo Bank and building decision support systems for Lufthansa and American Airlines.</p>
<p>Priyasiri Juathes  <b>Vice President Product and Guest Experience, Thai Airways</b></p> 	<p>Khun Priyasiri joined Thai Airways International in 1987 and has wide management experience throughout the company. With a degree and background in Interior Architecture her management roles have included design for THAI at Bangkok's Suvarnabhumi Airport, negotiating and overseeing THAI and business unit service level agreements including catering and ground services, management of inflight entertainment, a key customer satisfaction component.</p>
<p>Frédéric Kahane  <b>VP Customer Loyalty, Air France KLM</b></p> 	

<p>Andrew Kilkeary  <b>Head of Loyalty, Finnair</b></p> 	<p>Andrew leads a team of loyalty professionals in managing the loyalty program of Finnair, Finnair Plus. Having recently joined Finnair, Andrew's career has spanned roles in Direct Marketing, CRM, Customer Research and Commercial Relationship Management in industries including Publishing, Not-for-Profit and Airlines.</p>
<p>Klaus Kohler  <b>Head of Sales and Business Development, Loyalty Partner Solutions</b></p> 	<p>Klaus Kohler contributes more than 25 years of professional experience in Sales, Account Management, Business Development and Operations. Even before his time at LPS he specialized in customer service and loyalty. His prior positions include Vice President of the services group arvato services, part of the international media company Bertelsmann AG, and Chief Operating Officer (COO) of TECTUM Group, an international outsourcing business.</p>
<p>Gabi Kool  <b>CEO, PINS</b></p> 	<p>Mr. Kool is a graduate in Economics of Vrije Universiteit Amsterdam and alumnus from the INSEAD Business School. He has lived and worked in Amsterdam, Singapore, Shanghai, London and Barcelona and is currently based in Riga, Latvia with his family since 2011. Gabi is the CEO and Founder of PINS, a FinTech company with presence in the Baltics, Turkey and Japan.</p>
<p>Poul Koza  <b>Senior Vice President Global Sales, LoyLogic</b></p> 	<p>Poul has held senior positions in general management, sales and marketing for more than 15 years. A well traveled and established global sales leader, Poul has led the success of consumer brands in industry sectors including electronics, insurance and loyalty. Poul holds a Bachelor in Business Economy from Roskilde University Centre (RUC), Denmark.</p>
<p>Piotrek Kozlowski  <b>Vice President Consulting, Services Sector, Airline/Travel Loyalty Comarch</b></p> 	<p>Piotr Kozlowski is an airline/travel loyalty and marketing specialist. He graduated from the Jagiellonian University in Krakow with a master's degree in Business Management (major: tourism management). Furthermore, he completed an airline industry training at the International University of Applied Sciences Bad Honnef – Bonn. Moreover, he obtained a number of IATA professional certificates.</p>

<p>Nik Laming  <b>General Manager Loyalty, Cebu Pacific</b></p> 	<p>Nik is based in Manila after joining Cebu Pacific to lead the set up and management of a loyalty program for the airline. The result being GetGo, the newest lifestyle rewards program in the Philippines. The program is new generation with innovative features and benefits, continuing to grow strongly with new members and partners.</p>
<p>Datuk Leong  <b>CEO, AirAsia BIG</b></p> 	
<p>Kathleen Leong  <b>Head of Commercial for Malaysia, AirAsia BIG Loyalty</b></p> 	<p>Currently with AirAsia BIG Loyalty as Head of Commercial for Malaysia, Singapore and Emerging Market. Main focus on acquiring partners to grow loyalty business in the region. Prior to AirAsia Big Loyalty, I was with Malaysia Airlines Berhad as Head of Commercial for Malaysia. One of the youngest Country Managers in Malaysia and represent the Board of Airlines Malaysia.</p>
<p>Dominic Matthews  <b>Global Head, Amadeus Loyalty, Amadeus</b></p> 	<p>Dominic is the global head of the Loyalty business within Amadeus, responsible for the Loyalty solution portfolio, sales and business development functions, marketing and operations, supporting more than 35 airlines with their Loyalty IT needs. Having spent 16 years working in the travel industry, in various commercial and management roles, Dominic has a wealth of experience in helping airlines to get the most out of their IT applications.</p>
<p>Derrick Merkus  <b>Program Director Flying Blue, Air France KLM</b></p> 	<p>Derrick Merkus has been working within Air France KLM for almost 20 years. With a background in Econometrics, he held several positions, including Consultant Decision Support, Manager Intercontinental Schedules, Operations Manager Direct Sales &amp; Services, and Director Database Marketing &amp; Communications. For the past three years he has been Program Director of Flying Blue.</p>

<p>Seth Miller <b>Journalist, Wandering Aramean</b></p> 	<p>Seth Miller is an avid traveler, spending 120+ nights per year criss crossing the globe in search of the nuance and detail that makes airlines and hotels tick. For the past decade he has worked as an analyst, journalist, and consultant covering loyalty, inflight connectivity, and the passenger experience. His blend of market analysis and direct, hands-on experience brings unique insights to both consumers and operators in these industries.</p>
<p>Wee Kee Ng <b>Vice President Loyalty &amp; Partner Marketing, Shangri-La</b></p> 	<p>Wee-Kee has more than 25 years' experience in airline and loyalty marketing in both client and agency environments, with extensive experience in developing airline and global loyalty programmes. Before joining the Shangri-La group, he was the head of non-air partnership and development for Asia Miles.</p>
<p>Bryan Porter <b>Vice President of Consulting, OpenJaw Technologies</b></p> 	<p>Bryan is an expert in transformative digital technologies, with over 20 years' strategic leadership roles in digital publishing, digital marketing and e-Commerce. Bryan has successfully delivered airline retailing platforms across multiple PSS's and shopping solutions, as well as ground ancillary integration with multiple third party carriers, hotels, car rental providers and loyalty partners.</p>
<p>Jan Ratzlaff <b>Manager Sales &amp; Business Development, LOYALTY PARTNER SOLUTIONS</b></p> 	<p>Jan is Manager Sales &amp; Business Development at Loyalty Partner Solutions, a leading provider of high-performance software for the operation of complex customer loyalty programs. In his role, Jan helps customers improve their loyalty programs with state of the art software that allows innovation, flexibility, customer centricity and a rewarding member experience. Prior to his current position Jan started his career as a Pre-Sales Loyalty Consultant at Loyalty Partner Solutions.</p>
<p>Patricia Ray <b>Loyalty Marketing Director, Enterprise Holdings</b></p> 	<p>Patsy Rey is the Loyalty Marketing Director at Enterprise Holdings Inc., the most comprehensive service provider and only investment-grade company in the U.S. car rental industry. In this role, she is responsible for the strategic development, execution and management of all marketing functions to support the successful acquisition, retention and growth of National Car Rental's Emerald Club, Enterprise Rent-A-Car's Enterprise Plus and Alamo Rent a Car's Alamo Insiders programs.</p>

Martin Smaerup  
**Sales Director Rewards  
Solutions, LoyLogic**



Martin is a seasoned loyalty expert having worked in the industry for over 15 years at Loylogic and Affinion International, following his original career path in the financial sector with Danske Bank. To compliment his background, Martin holds a degree from Copenhagen Business School.

Rathian Srimongkol  
**President & CEO, Krungthai  
Card (KTC)**



Rathian, 58, is President and Chief Executive Officer of “KTC”, leading credit card and personal loans business, since January 2012. He aims to build a strong foundation for KTC, ensuring sustainable growth and becoming the consumer’s preferred brand. KTC’s net profit has constantly surged over the past 4 years; rising to 1.28 billion baht in 2013, jumping to 1.75 billion in 2014, 2.07 billion in 2015 and 2.49 billion in 2016 consecutively.