

## VISIONARY . STRATEGIST . INNOVATOR

An engaging and curious technical leader with 15+ years of progressive experience in hotel technology, product, and project management. Skilled in developing and driving the strategy, execution, and delivery of enterprise products and solutions across Sales, Distribution, and Revenue Management. A proven track record of leading high-performing, cross-functional teams, cultivating partner relationships, and driving results. Passionate about challenging the status quo by bringing business and technology teams together to solve critical problems and build winning products that drive incremental revenue. A dynamic change agent and effective communicator, adept at articulating complex topics and translating business needs into tangible results. Strong management background leading effective and engaged teams.

### CORE COMPETENCIES

Commercial Leader | Integrations & Connectivity | Product Management | Technical Writer | Hotel Distribution  
Product Lifecycle | Communication | Problem-Solving | Team Building | Relationships | Brainstorming | Facilitation  
Business & Technology Strategies

### TECHNICAL EXPERTISE

SDLC | Integrations & Connectivity | Business Analysis | Technical Writing | Project Management  
Agile Methodologies | Waterfall Development | Training | Microsoft Office  
Team Building | Requirements Gathering

### PROFESSIONAL EXPERIENCE

#### IHG Hotels & Resorts | Atlanta, GA

2018 – Present

Director, Distribution Products – Global Connectivity April 2021 – April 2024

Key stakeholder responsible for developing and driving the execution of IHG's global connectivity strategy and roadmap. Mentored and managed a globally dispersed team of global product and operations managers. Successfully managed a \$12MM budget supporting connectivity technology, enhancements, and the delivery of \$7B+ in topline yearly revenue. Defined and implemented operational standards and procedures. Engage with other industry leaders to drive development of new distribution capabilities within IHG and the broader industry.

#### KEY ACHIEVEMENTS

- Chaired AHLA's Attribute Modeling for the Distribution Ecosystem (MADE) workgroup, publishing a white paper on Attribute Based Shopping in the hotel space <https://www.ahla.com/events/attribute-modeling-distribution-ecosystem>.
- Elected as a Board member of HEDNA (Hotel Electronic Distribution Networking Association), championing the Connectivity Domain. Chairing connectivity working groups and participating in industry the development of industry standards in technical systems communication (XML/JSON/Blockchain/Payments/Content).
- Designed and implemented enhanced booking capabilities w/industry leading channel partner, eliminating hotel and customer friction, and achieving 99% success.

#### Manager, B2B Product Management, January 2019 – April 2021

Subject matter expert for Distribution operations and connectivity. Led the introduction of new CRS capabilities in the Distribution ecosystem. Partnered with technology teams to define, monitor, and analyze partner metrics. Led the full product lifecycle of the B2B webservices platform, including authoring message specifications, designing business operations, and support processes. Product owner responsible for prioritizing development in line with business objectives to increase revenue in third-party channels.

#### KEY ACHIEVEMENTS

- Designed and implemented a Smart Products API-based solution to automate the management of room and rate offerings to key OTA partners, improving speed to market for offers, from 5-10 business days to 12-hours.

- Developed the strategy and executed the migration of IHG-Expedia's connectivity, increasing IHG's booking success by 4% YOY, an estimated \$60+ million increase in revenue.
- Provided effective oversight and management of proprietary Webservices platform that supported more than 500 million transactions daily and contributed to the delivery of \$5+ billion annually.

## ADDITIONAL EXPERIENCE

*Board Member, HEDNA*

*API Product Manager, Equifax*

*Product Owner – B2B, IHG Hotels & Resorts*

*Product Manager – Partner Connectivity, IHG Hotels & Resorts*

*Senior Business Analyst, Partner Connectivity, IHG Hotels & Resorts*

*Global Hotel Implementations Analyst, Orbitz Worldwide*

*Reservations Database Analyst, Preferred Hotel Group*

## EDUCATION & TRAINING

*Master of Business Administration* – MBA w/a Concentration in **FinTech**, Kennesaw State University (2024)

*Bachelor of Science* in Information Systems w/a Concentration in **IT Project Management**, Strayer University

*Pragmatic Marketing*, Pragmatic Institute Pragmatic Institute