

## Speakers' Profile



### **Alison Taylor**

#### **Chief Customer Officer, American Airlines**

Leading a team of 6,000 + globally focused on caring for customer on life's journey.

Responsible for the strategy development and execution of customer initiatives, she is leading the amazing teams of Sales, Distribution, Marketing, Product Development, Digital, Customer Experience & Innovation, Reservations and Advantage Loyalty Customer Service.

By building strategic relationships with corporate and group customers, travel management companies, online travel agencies, and travel partners, we drive revenue for the world's largest airline. She also lead the airline's distribution strategy, ensuring American Airlines offers value-added booking options across all channels customers utilize to access the airline's products and services. The team continues to develop industry-leading distribution capabilities and pioneer new business models to meet corporate and agency needs; this includes managing relationships with Global Distribution Systems, metasearch engines, online travel agencies, and the company's data commercialization efforts.

Prior to her time at American Airlines, she worked at Starwood Hotels Resorts for 25+ years - Most recent at Global HQ in Stamford, Connecticut in the Global Sales leader role and prior to that in six countries across the Asia-Pacific region in varying leadership roles both on property and in AP HQ. She has a strong history of leading teams to compete and succeed globally.



### **Angeline van den Broeck**

#### **Founder & Principal Consultant, Altis Business Solutions Sdn Bhd**

Angeline van den Broeck is the Founder and Principal Consultant of Altis Business Solutions, a Management Consultancy to the Business Events & Tourism Industry with expertise in the provision of strategic business services to support progressive industry and organisational advancement and transformation.

With over 25 years of extensive international experience and specialist industry knowledge and expertise in marketing, business development and industry transformation initiatives, she has held senior executive tenures in international convention centres (ICCs), convention bureaux (CVBs) and destination marketing organizations (DMOs). Her cumulative experience is focused on the professional advancement of the industry supply chain and its contribution to the knowledge economy.

She continues to represent clients on several global industry forums. Currently, she serves on the Board of Directors of the International Congress and Convention Association (ICCA) and is a past member of

the Professional Conference Management Association (PCMA) Asia Pacific Regional Advisory Board.

**Beth Kinerk**

**Senior Vice President, Avis Budget Group**



Experienced Senior Vice President Of Sales with a demonstrated history of working in healthcare and the leisure, travel & tourism industry. Skilled in Budgeting, Sales, Customer Relationship Management (CRM), Sales Operations, and Sales Management. Strong board member, sales professional that graduated from Michigan State University and serves as an adjunct professor at Columbia University's Business school.

He is responsible for leading Avis Budget Group and zipcar sales organization and growing and retaining revenue in the global markets, corporate, on-line travel, travel partnership associations, mid-market, small business, and local markets within all of North America and Latin America as well as international inbound segments including Asia/Pacific, Europe, Middle East and Africa (EMEA). Also provides strategic oversight of licensee network relationships and zipcar sales for global partnerships as well as corporate accounts. Avis Budget Group is a Fortune 500 company generating over 8 billion in revenues.

**Bruce Kopkin**

**Vice President Sales & Marketing, DVI Inc.**



As the Vice President of DVI, he work with his clients to optimize their travel programs and decrease their T&E spend by providing actionable, insightful analytics. His goal is to provide each client with the insights and intelligence to make wise, data-driven decisions.

As a strategic leader, he collaborate with his clients so they understand everything about their T&E and meetings spend, so future spend is most effective and efficient. Many don't realize that there are ways to optimize travel and meetings that decrease costs, yet still enhance the travel experience and safety of their travelers. Through his analytics, he provide his clients with the data and insights they need to make the best decisions for future travel.



**Ciaran Delaney**  
**CEO and Founder, Meetingsbooker.com**

Ciaran is the CEO and Founder of Meetingsbooker.com the global leader in meeting and workspace bookings. With over 175,000 spaces globally, they help organisations to adapt to the new normal by creating a dedicated enterprise solution for global teams with inbuilt usage, expenditure and safety controls.

In his position as founding CEO, he conceived the product vision, concept and direction and scaled the growth of the Meetingsbooker.com to include over 150,000 meeting spaces in 134 countries. In this time, he has scaled the team, led product design, online marketing, strategic partnerships, global enterprise client acquisition and also raised over €3 million funding from leading venture capitalists and angel investors to support growth.

Prior to creating Meetingsbooker.com he spent 7 years with Tourism Ireland as Market Manager Norway, Italy and then Global Internet Manager. He then became Director of Marketing for the 1,344 bedroom Citywest Hotel where he doubled online revenue and then worked as an independent digital marketing consultant.

Specialties: Travel technology CEO, travel booking marketplaces, successful travel tech founder, business travel disruption, innovative booking platforms, digitalisation of travel, meetings conference technology, experienced travel thought leader.



**Crystal Toupin**  
**Principal Account Manager, Partnerships, Cvent**

Experienced Senior Account Manager and channel manager in the software and event technology industry, helping clients build successful technology strategies for global meetings programs.



**Emanuele Scansani**

**Director of Partnerships & Strategic Relations, Riskline**

Experienced plurilingual global security professional with a long international experience across China and Europe, and active for a decade in the travel risk management industry. A demonstrated history of leading physical and remote-based intercultural teams and international projects. Skilled in the analysis of global security issues, project management, nurturing relations and creating strategies for business and network development, and public speaking across diverse audience-types in the travel, insurance and security industries. Strong business, communication and analytical skills with postgraduate degrees from the London School of Economics (LSE) and University of Bologna.



**James Ellis**

**Director of Sales, Asia FCM Travel**

James is the Director of Sales for Asia with over 10 years of Business Development expertise across Asia-Pacific. Prior to joining FCM, James accumulated experience in the creation of bespoke travel programmes with numerous multinational clients across diverse industries including banking, investment, legal, telecommunications and fast-moving consumer goods.



**Jameson Wong**

**Vice President Strategic Clients & Partnerships, APAC, ForwardKeys**

Jameson graduated from Murdoch University, Australia with a double major in Hospitality & Tourism Management and Marketing Management. With over 13 years of experience from global hospitality, travel tech start-up and big data solutions, Jameson has been leading ForwardKeys business in the Asia Pacific region, working with clients across multiple segments, from DMOs/NTOs, Hotels, Financial Institutions, Travel Retailers, Media Agencies to Airports. Under the leadership of Jameson, ForwardKeys' commercial footprint in the region spans across Taiwan, Thailand, Australia, New Zealand as well as the Pacific Islands such as Guam, Samoa and Fiji.

As ForwardKeys' Vice President Strategic Clients & Partnerships, Jameson's latest focuses are the development of strategic partnerships as well as the implementation of best practices from the newly launched customer success team for strategic clients in APAC. A frequent speaker at travel and tourism events, Jameson is passionate in sharing how big data analytics is empowering and transforming the travel ecosystem.



### **Kenny Yong**

#### **Founder & Group CEO, Fireworks Trade Media Group**

An adventurous entrepreneur who was a journalist turned publisher before moving into the trade exhibitions industry with 19 years of experience

Kenny specializes in the South East Asia Market (ASEAN) and South Asia market spending 21 years in these regions and establishing 10 international offices running over 50 trade shows, 80 conferences and 10 trade publications.

He embraces the challenges of starting up in Third world and frontier markets as priority over the more developed countries and is proud to be one of the rare few in the exhibitions industry who still owns the company independently.

During the peak of the pandemic in 2020, Fireworks were still able to pull off 5 trade shows in Thailand. He also strategically moved his expo teams immediately into targeted B2B online conferences and exclusive “Business Dating” for clients instead of going into virtual events and this move reaped massive rewards for the company.

Kenny passionately believes the trade exhibitions industry is evolving and he could add a breath of fresh air into it by doing things “Unusually”!



### **Leanne Fowler**

#### **Director of Account Management, Capita Travel and Events**

A hard-working individual with a proven ability to deliver quality results. Driven by a personal passion for excellence with an exceptional ability to see the bigger picture and take a strategic perspective on a situation.

Over 20 year’s professional experience in the Travel, Meetings and Events industry, working with multi million pound blue chip corporate customers to large government organisations. A natural facilitator and skilled in translating the needs of the customer into solutions, while forging relationships that build the loyal customer base of the future.

A strong team player, leader by example and inspiring others toward shared goals, with expertise in team management, strategic account management, sales presenting, bid writing, product propositioning and marketing.



### **Mathias Posch**

**Immediate Past President and Chair of Training Academy, IAPCO  
President, International Conference Services Ltd.**

Mathias is President and Chairman of ICS, International Conference Services since 2007. With its Headquarters in Vancouver, Canada and branch offices in Toronto, Miami, London, Vienna, Barcelona, Singapore and Tokyo, the company manages conferences around the globe – in 38 countries on 6 continents thus far. Mathias is also the Immediate Past President of IAPCO, the International Association for Professional Congress Organizers, as well as the Chair of the IAPCO Training Academy and as such oversees all educational activities of the organization. He is a respected industry expert and has been invited to speak at numerous international and national conferences around the globe. Further he also serves on a number of Advisory Boards and consults international scientific and medical associations on their global strategy.



### **Nichapa Yoswee**

**Senior Vice President, Thailand Convention and Exhibition Bureau (TCEB)**

Nichapa Yoswee is a top mind strategist and policy thought-leader with more than 30-year experiences in MICE industry. In her current capacity as Senior Vice President of Thailand Convention and Exhibition Bureau (TCEB), she has developed and enforced national strategic policy for MICE and the master plan to drive Thailand to be Asia's Preferred MICE Sustainable Destination.

She established the first MICE Academy in Thailand and served as the nation's first Course Board Chairlady. She was appointed by Ministry of Education as President of Vocational Manpower Development Sub Committee for MICE business.

She initiated Thailand MICE Venue Standard (TMVS) which was elevated as ASEAN standard (AMVS). She proposed Asia Convention Alliance concept to further develop convention industry in the region.

She volunteers her free time to board-level work for global industry associations like UFI. She also frequently speaks at international events to raise awareness that makes our world a better place.



### **Octavio Bobby Peralta**

**Secretary-general, Association of Development Financing Institutions in Asia and the Pacific (ADFIAP)  
Founder, President and CEO, The Philippine Council of Associations and Association Executives (PCAAE)**

Affectionately called "The Association Man" by his peers and friends in the association community here and abroad, Bobby is Founder & CEO of the Philippine Council of Associations and Association Executives (PCAAE) and concurrently President of the Asia-Pacific Federation of Association Organizations (APFAO). He is a Fellow of the Institute of Corporate Directors (ICD), a member of the Board of Directors of the Philippine International Convention Center (PICC), and a member of the American Society of Association Executives (ASAE).



### **Pádraic Gilligan**

**Chief Marketing Officer, SITE Foundation**

Pádraic Gilligan currently serves as Chief Marketing Officer at SITE. With his business partner Patrick Delaney, he is also Managing Partner at SoolNua, a specialist advisory helping destinations, hotels, agencies, associations and venues with marketing, strategy and training for the MICE marketplace.

Prior to founding SoolNua, Gilligan was Vice President of Ovation, MCI's global DMC network and Vice President of Industry Relations at MCI.

He has served as President of SITE, as a Trustee of the SITE Foundation and on the Hospitality Partners Board of FICP. He blogs at Padraicino and is a regular speaker at industry events.



### **Sharlene Ketwaroo-Nanoo**

**Category Manager Travel & Meetings, Rogers Communications**

Sharlene is a Corporate Travel Professional who has been with Rogers Communication over 4 years as the category manager for travel & meetings. She is also one of the GBTA Board of Directors and GBTA Canada Advisory Board. She is also serving as IATA Travel Manager Advisory Group and Humber College Travel Program Advisory Committee.



### **Suzanne Sangiovese**

#### **Commercial & Communications Director, Riskline**

With over a decade of experience in the travel risk management industry and risk assessment, Suzanne has a deep understanding of the role Duty of Care plays in the travel industry and its importance.

As a woman in the often male-dominated risk management sector, particularly at the decision-maker level, she has pioneered and led several projects that ensure the industry is inclusive of its diverse workforce.

She has managed both operational processes and global remote teams; She believe they are most innovative through collaboration as they can learn and share from individual experiences and work towards common goals.

An expert in global security and safety issues, particularly those affecting women, she is a regular speaker at numerous industry events including for the GBTA and Business Travel Show, and a frequent Op Ed contributor to several publications including the Business Travel Magazine.



### **Waikin Wong**

#### **Regional Director Asia Pacific, ICCA**

Waikin Wong has almost 20 years of experience in meeting industry in Asia Pacific Region, especially in Kuala Lumpur, Hong Kong, Taipei and Shanghai. Having worked with most major pharmaceutical clients, medical associations both locally and regionally she is also highly experienced in association management, working closely with key opinion leaders, government division and industry experts.

Waikin has extensive managerial experience in developing effective communication strategies in bidding and conference management and targeted education program for young professionals in meeting industry and associations. Waikin is currently the Regional Director Asia Pacific for International Congress and Convention Association (ICCA).



### **Xavier Carn**

#### **Vice President EMEA Security, International SOS**

Manager of multicultural organisations with expertise in Travel Risk Management, Intelligence, Security Operations and Business Continuity: help organisations mitigate their risks and fulfill their Duty of Care obligations through sustainable Travel Risk Management policies/structures.