

Dear reader,

I am an innovation evangelist, an IT Systems expert and an Artificial Intelligence enthusiast. A seasoned executive in IT Services, Operations and Software Development. Multi-functional with a diverse experience in a multitude of industries and markets. I have a progressive and proven track record in building highly effective teams, incubating new products, increasing efficiency, productivity and financial value in the fields of IT Operations, Software as a Service Products Development, Information Technology, Product Management and Customer Care. I held executive senior leadership positions such as **Senior Vice President Service Delivery, Vice President of Research & Development, Chief Information Officer**, in global, multi-billions, multi-divisional and multi-national organizations that dealt with General IT services, Telecommunications, Airports, Airlines, eCommerce and consulting.

I am passionate about machine learning, improving productivity and quality while increasing profits and customer satisfaction. I advocate and practice a management style that focuses on: **Value Based Management** (champion customer interest, develop staff potentials, foster an open communication culture, promote a value driven mind set and drive toward excellence).

In my career, I managed \$1.2B Revenue, \$600M Operating budget, High-Margin profitability and above 1000-person Human Capital in direct and BPO venues. My Influence spanned 220+ sites worldwide.

Since 2015 I joined [Amadeus](#) (€6 billion technology company in the air transport and hospitality industry). I lead Engineering functions both in Operations and Software Development units dedicate to Airport technology. I am responsible for managing large client install base both onsite and in public clouds. I hold a patent for baggage messaging technology in use at Amadeus. I have been responsible for the development, DevOps and CloudOps. I developed, launched and managed the first native cloud-based [Common Use System](#) for Airports and Airlines; an innovation that is highly acclaimed by the industry. I have developed and launched the first advanced and 100% cloud-based [Airport Operation System](#) that includes products like (Flight Operations, Flight Scheduling and Management, Flight Turnaround Management Systems, Flight Connection Management Systems, Airport Fixed Resources Managements Systems:, Ground Handling Resource Management Systems, Aircraft Departure Sequence Planning, Common Use Check-in Systems, Biometric Boarding Systems, non-Aeronautic Revenue Systems, Amadeus Smart Messaging Systems, Flight Information Display Systems, Baggage Handling and Reconciliation and Baggage Drop Systems, and Baggage Tracking)

Prior to Amadeus I have been involved in the eCommerce Hosting Industry with [NTT Communications](#) through its holding Verio Inc. I held the position of Senior Vice President Global Service Delivery. At Verio/NTT I developed and launched the first globally seamless enterprise cloud service to incorporate OpenFlow network virtualization technology for networks built within and between data centers (Read more here: [NTT com to Launch New Enterprise Cloud](#) . I managed a Public Cloud offering (Cloud[®]) that delivered IaaS, PaaS and SaaS products. I streamlined internal IT and aligned it to Business goals through the use of effective business intelligence. I revamped the webhosting line of business product portfolio to reverse revenue decline. I introduced Messaging as a new line of business challenging the webhosting industry to think differently about email. I implemented an innovative customer care strategy that increased customer satisfaction while reducing support cost. My successful contribution to Verio was finding new sources of revenue, keeping EBITDA steady while traditional hosting revenue is being challenged.

For the preceding 8 years at [SITA](#) (a US\$1.6 billion technology company operating in the Air Transport industry), I was a member of the senior leadership team and held IT, Engineering and Operations position. I joined SITA to build a US\$420 million airport and desktop services business unit, delivering innovation and supporting a 14% CAGR in revenues. Under my leadership I led the team with several innovations. I introduced Kiosk Check-in to the industry, developed the next generation of SITA's flagship common use platform, AirportConnect, (generated sales in excess of \$176 million per annum). Transformed a unique mainframe application ([WorldTracer](#)) that tracks lost baggage into a web and mobile based service. I restored a failing, mission critical, messaging application while extending its life and improving its performance. During my operations tenure at SITA, I implemented ITIL both internally and at many of SITA's Airport Customers, I developed business continuity plans for vital Airport functions and, overhauled Kiosk manufacturing and made it profitable and reliable.

Earlier achievements span diverse functions and industries, including construction, business services, transportation, communications, manufacturing, education, government, entertainment and consulting.

Areas of Expertise:

- Artificial Intelligence: Machine Learning Implication in Business Strategy
- Cloud based Software Development and Deployments
- Information Technology management and service delivery
- Cost management and Profit & Loss (P&L) Responsibility
- Leadership, Coaching and Motivation
- Change management and turn around
- Offshoring and outsourcing
- Portfolio Management, Product Management and Product Development
- Systems Engineering, Integration and Implementation
- Service Management
- Customer Service

I pride myself to have proficiency in leading highly accomplished technical staff to build innovation hubs, centers of excellence, achieve business targets and facilitate competitive advantage.

Fluent in English, French and Arabic, with an Executive Certificate in Artificial Intelligence, an Executive Certificate in Management and Leadership, post graduate research in Management Information Systems [Ph.D. (abd)] and a Master of Science in Engineering, I am interested in businesses that are challenged by the demands of growth and success, where strong contributions are immediately expected. My enclosed [Credentials](#) should provide you with details of my skills and accomplishments.

Thank you for your reading time. Do not hesitate to contact me for questions.

Sincerely,

Gus Salamoun

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