

KELD BISGAARD

Nice, France | +33 6 83 64 39 14 | keldbisgaard@icloud.com | linkedin.com/in/keld-bisgaard-047b9b7/



DIRECTOR, CUSTOMER EXPERIENCE / PROJECT MANAGER

Capital Projects | Organizational Design | Strategic Leadership & Vision



Dynamic and strategic leader with a history of success and experience in digital business application services, business transformation, travel and tourism, and customer service. Able to combine project management, financial, and technology expertise with an entrepreneurial mindset to drive strategic planning in support of enterprise goals and vision.

Possesses a keen understanding and appreciation for, and the ability to engage with different cultures while developing a significant professional network. Highly skilled at working in diverse environments, serving as a personal motivator while applying skills and competencies that drive customer engagement.

Recognized for the ability to cultivate a culture that inspires high-performance, values individual contribution, and equips individuals and teams with the tools, knowledge, skills, and confidence to achieve challenging goals. Multilingual in English, Danish, German, and French.



Core Competencies

- Strategic Leadership
- Project Management
- Outsourcing & Contract Management
- Organizational Savvy
- Business Transformation
- Strategic Planning
- Vendor Relations
- Negotiations
- Cross-Functional Team Leadership
- Change Management
- Program Management
- Organizational Design

Professional Experience

2018 – 2021 • AMADEUS • Nice, France

Head of Delivery Management Office, Digital Business Application Service, 2018 – 2021

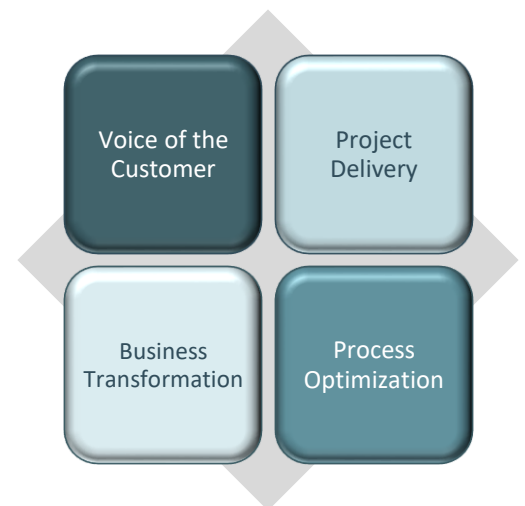
Managed a transversal team for architecture, budget planning, and communication.

- *Organized support for a new finance system and evolved a new operating model for the Revenue Management department*
- *Managed the Service Introduction part of the Finance Transformation program to SAP 4HANA technology.*
- *Nurtured relationships with important vendors and organized governance within DTS to improve vendor management activities.*
- *Championed and organized the implementation of a new Identity Management solution for Finance applications.*

Associate Director, Customer Experience, Amadeus Global Customer Services, 2016 – 2018

Assumed leadership of 20 new team members and strengthened the group's focus by including the online customer experience as a touchpoint in the customer journey.

- *Defined and developed the online customer experience.*



Associate Director, Customer Experience, Amadeus Global Customer Services, 2015 – 2016

Designed and implemented a new organization – Customer Experience - that brought the Voice of the Customer into the customer service organization.

- Prepared multiple customer-facing units, including the Help Desk, and Training and Content Management to ensure that customer expectations were met.

Associate Director continued...

- Evaluated customer-facing service performance and initiated improvements projects to close existing gaps.
- Managed a group of 60 employees, located around the globe.

Associate Director/Senior Manager, Amadeus Global Customer Services, 2008 – 2014

Led Regional Services in Global Customer Services and managed the Amadeus Customer Services Center, Americas (ACSC) with ~100 staff in Buenos Aires, Argentina, and San Jose, Costa Rica.

- Harmonized activities across the regions for customer services, and led the Regional Customer Services Managers team.
- Implemented customer services strategies, including call deflection, right-sourcing, customer segmentation, and the execution of security initiatives.
- Introduced customer satisfaction measurements for support and training services across the distribution customer base, comprised mainly of travel agents).
- Transformed Customer Service for customers in the Americas by opening the Amadeus Customer Service Centre, Americas (ACSC) comprised of a two-location operation with advanced IT solutions.
- Proposed and agreed service, incl service levels with Americas senior stakeholders for different customer segments and for different contingency scenarios.
- Identified opportunities with new call center technologies to cost effective build a service center structure seamless connecting with centers in Asia and Europe to allow any call to be answered anywhere

Program Director, Amadeus Airline Business Group, IT Services Delivery Management, 2007 – 2008

- Led the implementation of Amadeus' airline product portfolio for United Airlines, Chicago until the project was halted due to the financial crisis.

Early Career

2005 – 2007 • **AMADEUS AIRLINE BUSINESS GROUP, IT Services Delivery Management**, Program Manager

2003 • **AMADEUS SAS, FRANCE** • Senior Manager, Office Automation

2002 • **AMADEUS NORTH AMERICA** • Director Financial Analysis, Florida, USA

1998 – 2002 • **AMADEUS NORTH AMERICA, MANAGER** • Vendor and Inventory Management, Florida, USA

1993 – 1998 • **AMADEUS DATA PROCESSING (ADP)** • Senior Technology Analyst/Manage, Munich, Germany

1990 – 1993 • **COMINCO A/S** • Consultant, Nice, France

1988 – 1990 • **ENATOR A/S** • Consultant, Copenhagen, Denmark

1986 – 1988 • **COMPUTER RESOURCES INTERNATIONAL** • Knowledge Engineer, Birkerød, Denmark

1985 – 1986 • **ARTHUR ANDERSEN & CO.** • Consultant, Copenhagen, Denmark

Education

Executive MBA, Master in Management of Technology (MMT)

Denmark Technical University, Pending thesis,

Formal curriculum complete

Master of Science – Electrical Engineering, Focus on Mathematics/Statistics/OR, and Informatics

Thesis: "Integration of Data and Voice on a CSMA/CD Network" (In Danish)

Bachelor in Commercial Informatics and Management Accounting

Focus: Management Information Systems and Strategic Information Systems for Competitive Advantages

Thesis: "Amadeus, Global Travel Distribution?"

Copenhagen Business School