

# Curriculum Vitae

## Stefan Eng

### Personal details

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**Profile** Analytic entrepreneur who is looking at improvements in all areas within travel industry. Business minded with ability to interpret customer requirements and wishes on IT development translate the information into a mutual and or written technical language.

Think and act with an IT pedagogic and instructive approach.

### Quality Personal Goal

Positive, analytical, logic, driving, inventive, engaged and thoughtful. Love to influence business logic in the development of systems and processes. "Keep IT simple."

### Experiences

**2018- Amadeus – Global Solution Manager - Beyond Air Content**  
 Responsible for Amadeus beyond air content available worldwide for a specific customer segment. This including value propositions, Requirement handling, Deployment, Adoption Monitoring.

**2018- Krönikan.se** - Owner & Editor in my own hobby project

**2016- Amadeus Scandinavia – Portfolio Manager**  
*Global Distribution System*

- Commercially responsible for Amadeus Scandinavia's bookable content within the Area Land & Sea covering specifically newly launched Rail application and Ground Services such as integration of Taxi companies

**2009- Amadeus Scandinavia – Area Product Marketing Manager**  
*Global Distribution System*

- Responsible for Amadeus Scandinavia's bookable content such as airlines, hotels, car rental companies and rail in all channels as well as system development for related software products.

**2008 – 2009 Travelport – Training coordination & training**  
*Global Distribution System*

- Coordinating and training of travel agency staff in Scandinavia

**Just started, then headhunted to Amadeus Scandinavia**

**2007 – 2008** | **FlyNordic – Norwegian Air Shuttle – IT Project Coordinator**  
*Airline*

- Project coordination during migration of the two airlines
- Project manager in evaluation of and increase efficiency in usage of the Sabre Rocode Crew/Fleet resource management Systems.
- Further development of system and process for station control function.
- Management of web domains
- IT Operational questions

**Main Activities**

Coordinating role before and during merge of the two airlines sales engines and databases. (Amadeus/Altea Pioneer) Inclusive domain management.

Project manager for evaluation project and improve efficiency in the usage of Commercial Planning tool, Crew Management Systems and Operations.

The project should answer to two questions;

- a) Is the correct system used?
- b) Are we using the system correctly?

Project manager in development of system and process for controlling flight and station readiness for Norwegian flights.  
 (Do we have everything needed to start operate a new destination?).

Support function if all aspects of hardware and software related issues.

**2005 – 2007** | **Carlson Wagonlit Travel AB**  
*Travel agency – business segment*

- System Manager
- Project Manager
- Graphical Design – (press, commercial and web)

Responsible to conduct and drive Scandinavian requirements and wishes for development of existing software solutions. Goal to gain money and time resources through development of systems and processes.

Project Manager in local Swedish projects such as time studies, efficiency projects and customer implementations

Processing of graphical material for press and web as well as. Producer of Carlson Wagonlit Travel commercial.

- 1999 - 2003** **RM Rocade AB (Sabre Rocade Systems)**  
*Resource management systems for airline industry*
- Product Manager
  - Key Account Manager
  - Customer Account Manager
  - Sales
- General sales and KAM function including negotiations of license-support and service agreements as well as customisations. Development of new system for Scandinavian Ground Services.
- Product Manager for Crew Management Systems. Customer system requirement interpreter. Creation of Software Requirement Specifications.
- Link between customer and system development
- 1994 - 1999** **Galileo Nordiska AB**
- *Reservations system for travel agencies.* Support and education
  - Key Account Manager and trade fair
- Educated customers in the usage of the reservation system Galileo. Basic courses as well as fare and super user courses. Key account management including negotiations. System support tracking via European HQ in UK.
- 1990-1994** **Globetrotter**  
*Travel agent, leisure segment*
- Operational responsible for the operation to the West India
  - Reservation manager Europe/Americas
  - Sales
- Responsible for all operational question for flights and hotels in the West India program. Reservation manager for hotels in Europe and Americas. Phone sales of Globetrotter program.
- 1983-1989** **Fritidsresor & Sterling Airways)**  
*Tour Operator and charter airline*
- Tour guide
  - Sales
  - Steward,
  - Production of brochures
  - Operator of mainframe system.

- Education** High school – economy program 1981  
High school – complement 2004  
IRL Since and still learning
- IT Competence** General wide IT competence which span from MS Office package through to advanced operational airline / travel agency / tour operation systems.
- Office package
  - Photoshop
  - Dreamweaver
  - Wordpress
  - Appinventor by MIT University / Thinkble
- Language** Apart from native swedish
- English – Very good
  - Danish – Very good
  - Norwegian – Very good
- Other** Over the years I have taken many courses in various sales philosophies, project management, cultural differences, web design etc. i am also used to teach others in various areas.
- Personal** Married, two daughters 22 and 25 years. Family lives in Stockholm city. Hobbies such as running, music and graphical design (websites and apps to small companies, family and friends) in my own resume site and company **[www.stefaneng.com](http://www.stefaneng.com)**