

Carsten Kring

Godthaabsvej 44
2000 Frederiksberg
Denmark

+45 2888158

carstenkring@gmail.com
www.carstenkring.dk



SUMMARY

Experienced travel workflow specialist. I research, recommend, implement and imagine optimal software solutions for Travel.

EXPERIENCE

2012 - 2015 | Technical Sales Engineer | Travelport*, Copenhagen

Technical resource bridging business and industry knowledge with technology and development.

Accomplishments

- Designed and collaborated with developers building a custom itinerary solution in less than 2 weeks.
- Tweaked standard auto-ticketing software to do time-delayed ticketing.
- Assisted in the win of Vejle Rejser and FDM accounts

2008 - 2012 | Implementation Manager | Travelport*, Copenhagen

Operational responsibility for integrating Travelport software into new or existing customer IT-infrastructure.

Accomplishments

- Build a Sharepoint site with infopath forms to manage implementations
- Implemented +25 new customers

2004 - 2008 | Product Expert | Travelport*, Copenhagen

Providing essential support and input into the specification, delivery, implementation, profitability and life cycle for Travelport products.

Accomplishments

- Created and managed "Xpoint" a tool to speed up agent workflow/reduce training.

1997 - 2002 | IT support technician | Carlson Wagonlit Travel**, Jutland

In-house technical PC and server hardware and software support for 200+ CWT colleagues.

1994 - 1997 | Support Agent | Galileo Danmark, Copenhagen*

Resolved, recorded and tracked customer reported issues with the product or its use. Training and implementations.

1991 - 1994 | Corporate Travel Consultant | Carlson Wagonlit Travel**, Esbjerg

1989 - 1991 | Corporate Travel Consultant | WB Travel (Now HRG***), Aarhus

SKILLS

- Travel Technology
- Research
- Account Management
- Business Analysis
- Project Planning
- Product Management
- Customer Service
- Business Travel

EDUCATION

Handelsskolen i Paderup

HH — 1986-1989

COMPANIES

- * Travelport is a Travel Commerce Platform providing distribution, technology, payment and other solutions for the \$7 trillion global travel and tourism industry. Present in over 170 countries.
Galileo Danmark was originally a Maersk Data owned franchise of Cendant - the company that eventually became Travelport.

- ** Carlson Wagonlit Travel (CWT) is a TMC that operates in 174 countries and territories

- *** Hogg Robinson Group (HRG) is also a large TMC operating in 120 countries,