



## NALINEE SINGH

### PROJECT MANAGEMENT & COMMUNICATION EXPERT

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#### PERSONAL PROFILE

Over ten years of combined experience in communication and project management.

For the past six years I've been in a global environment, responsible for complex communication initiatives with a strong focus across internal and external channels measuring effectiveness for continuous improvement.

This experience has given me the ability to transform complex information into actionable and easy to understand content using a strategic and creative writing style.

#### SKILLS & ABILITIES

- Motivated & goal oriented
- Accountable
- Proactive
- Team-player & strong people skills
- Active listener
- Adaptability
- Attention to details

## EMPLOYMENT HISTORY

### Amadeus January 2014 - April 2020

#### VP Office Support, Communications & Events (2018 - 2020)

- Worked in the Travel Channels division, in a transversal team - Communications and VP Support. The main objective was be fully autonomous in articulating our vice president's presentations for internal customer (i.e. Excom, direct reports and top management), as well as Amadeus top external customers such as AMEX, EXPEDIA, BIDTRAVEL, EGENCIA, VOYAGE PRIVÉ etc.
- Supported the creation and delivery of high-quality global communications to educate, engage, and inform employees about our culture, purpose, programs, and activities. Also assisted in conceptualization and delivery of communications solutions; develop and implement effective communication plans and deliverables in support of internal and external communication goals; and disseminate messaging across multiple platforms to drive engagement and promote our culture, values, and mission.
- Coordinated the creation of Travel Channels Customer Operations team building events for over 2000 people
- Supported our communications team, including ALL external and internal communications

#### Ground Handling Implementation Project Manager (2017 - 2018)

- Manage the implementation of the Altéa DCS/Self-Service Check-in/EMD Light for Ground Handlers
- Build, validate and follow up detailed implementation project planning
- Evaluate implementation (internal & external impact) project risks and propose mitigation
- Coordinate the implementation activities within the organization
- Centralize & follow-up technical issues related to the acceptance- and migration testing
- Identify activities necessary to produce all project deliverables
- Provide customer support during the project (including testing support)



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### INTERESTS AND HOBBIES

I am fascinated with AI, as well as blockchain technology, and the fundamental changes they are bringing to our world

I also love blogging about France and it's vast culture

### LANGUAGES

English - Native  
French - Fluent

## EMPLOYMENT HISTORY

### Amadeus (January 2014 - April 2020)

#### Ancillary (EMD) Implementation Coordinator (2015 - 2017)

- Implementation coordinator for airlines' ancillary products which included the distribution by other GDS or airline systems. Project owner for kick-off, sign-off service requirements, scope control, organize client training, weekly review and monitor all activities through project closure:
  - Presentation of the EMD product to the airline customer  
Implementation roadmap definition
  - Support of the product configuration definition to fit client needs
  - Test and production environment set-up/Support for testing and issues follow-up
  - Maintenance of the EMD implementation procedure documentation

#### Marketing Program Specialist (2014 - 2015)

Content and positioning for Amadeus sale toolkits with the relevant marketing communication channels:

- Offer Communication and sales support - planned and delivered sales tools for existing and new to-be-launched solutions as part of Amadeus marketing readiness process
- Product launches - External and internal launch plans of new airport operations products: NBU Transversal - Airport solutions for Airlines story (create and execute Comms Plan for the launch of Airport IT solution - ACUS; BRS; Ground Handling; Self Service Bag Drop - for airlines)
- Event content - Project management for Amadeus industry events: Phocuswright Innovation Summit event (organize the communication with NORAM and APAC teams)
- Articulate value proposition for each of Amadeus up-sell solution - i.e. defining what the solution or service does, focusing first on benefits and then on features



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### CONTACT INFORMATION

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06370 Mouans Sartoux, France

## EMPLOYMENT HISTORY

### Deveo (2011 - 2013)

#### Digital Marketing Manager - REMOTE

- Project manager for EMEA telecom B2B lead generation campaigns
- Expert in CRM tools and contact/prospect/lead database management

## NEW YORK EMPLOYMENT HISTORY

**2004 ING Clarion, New York** - Technical trainer in advanced MS Access database, Powerpoint & Excel

**2002 F.E.G.S., New York** - Technical trainer for 9/11 charity program for one of the largest philanthropy in NYC

**2001 GTS Group, New York** - Network Engineer for planing, constructing and managing company's networks to ensure optimized function & security

**2000 Netcom Technology, New York** - Senior technical trainer for Microsoft Certified Professional (MCP) and A+ certified exams

## EDUCATIONAL HISTORY

- **1997-2003 BA in Computer Science**, Baruch University - NY, New York
- **2013-2015 Master in Business Administration (MBA)**, IAE Nice
- **2016-2018 Project Management Professional, PMP®** - PMI Institute