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**Senior Implementation MANAGER**

**Position Summary**

We are seeking a highly experienced Senior Implementation Manager to lead the end-to-end delivery of client implementations and manage the implementation team within the travel technology space. This role includes strategic ownership of implementation processes, stakeholder engagement, and mentoring of consultants and support associates.

**Key Responsibilities**

**Client Implementation**

* Lead full-cycle implementation projects for new clients and technology rollouts.
* Provide guidance and oversight to implementation consultants and support staff, ensuring consistent delivery standards.
* Own and continuously improve implementation methodologies, documentation standards, and client onboarding frameworks.
* Act as the escalation point for complex implementation or support issues.
* Define project scope, gather client requirements, and develop tailored implementation plans.
* Facilitate regular client meetings and maintain clear, professional communication throughout the project lifecycle.
* Collaborate with internal departments to ensure timely and successful delivery of all implementation milestones.
* Document and communicate post-implementation handover to operations and account management teams.
* Provide input and support for RFP responses and pre-sales activities.

**Project Management & Reporting:**

* Track project progress against timelines and deliverables, identifying risks and proposing mitigation strategies.
* Prepare and present regular status reports to stakeholders and leadership.
* Maintain detailed documentation of implementation processes and client configurations.

**Technology Coordination:**

* Work closely with technical teams to configure and deploy travel technology tools
* Support client training and onboarding for travel systems and tools.
* Stay informed on product updates and industry trends to advise clients on best practices.
* Provide day-to-day support to internal and external customers on the configuration and troubleshooting of travel technology applications not limited to – GDS, online booking tools
* Provide training for users on the online booking and profile tools either virtually or on-site.

**Support Desk Responsibilities:**

* Receive internal and external client inquiries, regarding product functionality or problems; research with the client to fully diagnose the issue then develop creative solutions and respond within established timelines.
* When appropriate provide consultative guidance to internal and external customers towards the resolution to their service issue.
* Collaborate with internal and external subject matter experts as necessary to resolve customer issues internally and externally.
* Logically diagnose and resolve basic to intermediate issues or determine resources required to resolve.
* Proactively use data to identify trends or behaviour patterns to improve customer experience or identify training needs

**Qualifications & Experience**

* Proven experience in client implementation within the travel or technology sector
* Experience leading implementation teams or managing cross-functional project groups.
* Demonstrated ability to influence stakeholders and drive strategic outcomes.
* Strong understanding of travel technology platforms
* Excellent communication, stakeholder management, and problem-solving skills
* Ability to manage multiple projects simultaneously with minimal supervision
* Experience with project management tools

**Preferred Skills**

* Familiarity with GDS systems (Amadeus preferred).
* Experience with online booking tools
* Strong documentation and training capabilities.
* Ability to identify process improvements and contribute to continuous service enhancement.