AGENDA

From Insight to Action: How AI & Analytics Are Reshaping Guest Engagement
Executive Event

SPEAKERS

Sapana Patel
VP Solutions Architecture
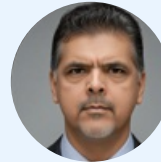Spirit Airlines

Margarita Rivera
Global CISO
Carnival Corporation

Jairo Orea
Global CISO
Royal Caribbean Group

Gavin Hupp
VP IT
SeaWorld Parks & Entertainment

Pedro Gonzalez
IT Director
Flanigans Enterprises

Devon Bryan
Global CSO
Booking Holdings

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FROM INSIGHT TO ACTION: HOW AI & ANALYTICS ARE RESHAPING GUEST ENGAGEMENT

July 24, 2025
5:30 PM-9:00 PM

Eastern Time

Rising guest expectations, workforce constraints, and legacy operations are forcing travel and hospitality brands to rethink how they engage, support, and retain customers. Brands deploying AI-powered services are already seeing measurable gains, like 25% faster response times and double-digit reductions in cost-to-serve, while capturing deeper insights from every interaction. AI-driven automation, real-time analytics, and scalable cloud infrastructure are no longer experimental—they're essential to compete in an increasingly digital and service-intensive market.

Join your peers for a candid, strategy-focused discussion on what's working, what's next, and how to turn customer data into a competitive advantage. Walk away with actionable insights to accelerate your AI and analytics roadmap—while driving better experiences at every touchpoint.

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