

Charles Wilson
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Election Address

Travel has always been a passion of mine, I've worked in the industry for almost thirty years after a career in the army, which also gave me the opportunity to travel considerably. The tourism industry is one which brings people of all cultures, race, colour, and creed together and I am keen to help ITT as an organisation show that it has moved with the times, is more diverse and inclusive. I also want to show the next generation of young employees coming into the industry that they are represented at all levels and for them to believe that they too have an opportunity to be successful in one of the world's best industries. I'm a good communicator, am confident and I have a wealth of experience, which I wish to pass on through involvement in the training and development initiatives that ITT offers, I have sound leadership skills. I often deal with demanding and at times difficult clients, I work collaboratively with colleagues and clients alike and am able build trust and respect. Over the years I have built a network of friends and colleagues and I believe that too will be valuable in helping to grow the ITT membership. I will support ITT and attend as many events as I can and be available as a source of knowledge.

Biography

I have worked in many sectors of the industry. I studied business management and tourism in Germany, I then worked in a travel agency where I sold everything from rail tickets to exotic holidays where I learned all the ins and outs of what is to most people's surprise a complex industry as well as the value of good customer service at all levels. I served in the Royal Signals, which gave me a sound technology background; I was able to put this to good use in working for one of the first travel tech companies, which provided transaction solutions for what was to become the OTA's of today, project-managing accounts on lastminute.com, Opodo and Priceline amongst others. I had the opportunity to work in India, the US and South Africa, training agents in GDS systems, ticketing processes, BSP and operations. I was also head of operations at TUI UK which gave me an in-depth knowledge of the tour operational side of the industry and I was able to move with the ever-changing landscape in what had become an even more technology driven industry. My current role in B2B sales was a new challenge which I took on almost a decade ago and I'm happy to say that I am still enjoying the challenges it brings with it. I have also found that the experience and the contacts gained over the years have been extremely valuable, in particular - being able to connect friends and colleagues in times of need.

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