

# AGENDA

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

## Executive Event

### SPEAKERS



**Sapana Patel**  
VP Solutions  
Architecture  
Spirit Airlines



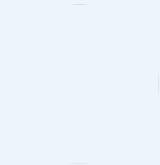
**Margarita Rivera**  
Global CSO  
Carnival Corporation



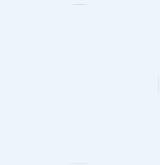
**Jairo Orea**  
Global CSO  
Royal Caribbean Group



**Gavin Hupp**  
VPIT  
SeaWorld Parks & Entertainment



**Pedro Gonzalez**  
IT Director  
Flanigans Enterprises



**Devon Bryan**  
Global CSO  
Booking Holdings

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**July 24, 2025**  
5:30 PM-9:00 PM  
Eastern Time

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

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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