

Andre Politzer
Principal
apolitzer@techpargroup.com

André has spent the last 30 years working in the Tech, Finance, Hospitality, Travel, Luxury Retail and Healthcare Industries. He held executive positions at ADP EMEA, Siemens, 21st Century Fox, Merrill Lynch Capital, Bartech Systems, IDT Telecom and Johns Hopkins Medicine. He founded the Majesty Group in 2009 a B2B customer care outsource CRM and service platform designed especially for brands in the service industries committed to maximize their customer/patient engagement.

André has built a strong reputation for transforming businesses working closely with leaders and frontline staff members by developing and implementing successful systemwide performance improvement strategies, driving a culture of service excellence and accountability across nonprofit and for-profit organizations worldwide.

He has achieved measurable innovation achievements with a keen emphasis on customer/patient centricity, cultural changes driving sustainability. Known for his exceptional collaborative style, he has built consensus among stakeholders to adapt best practices, improve customer and patient experience and satisfaction scores. He has increased customer loyalty, promoted brand recognition, maximized efficiencies in the design and use of CRM and all other customer/patient related systems such as complaint & grievance management, contact centers, customer data mining and profiling, and data security.

He is a proven strategic thinker fiscally responsible, with business acumen to manage and initiate service and process innovations.

André was part of fascinating projects pioneering Global Distribution Systems (GDS's) in the Travel and Hospitality industries such as Galileo and Amadeus, delivering strategic partnerships between stakeholders to deliver reliable, real time transactions such as reservations and payments within airlines – hotels- car rentals shared network systems.

His contribution is crucial to many companies and organizations in moving technology and business models to the innovative and fast-growing Artificial Intelligence and Deep Learning paradigms correlating customer/patient data with services achieving hyper-personalization and highest scores in growth, loyalty and NPS (Net Promoter Score measuring referrals performance).

André earned an MBA in Economics at the University of Paris IX Dauphine, MSc in Hospitality Management at the Glion International Institute of Hospitality Management (Switzerland) affiliated with Cornell University (Ithaca), and a Coaching Graduate Certification at the University of Texas of Dallas (UTD). He is a PCC (Professional Certified Coach) with the ICF (International Coach Federation), with accreditations with Johns Hopkins Six Sigma in Healthcare, Korn Ferry 360, DISC, Emergenetics, IATA, Blanchard SLII, Booth 360. He is part of the Ken Blanchard Leadership Development coaching team and is an international speaker at the Premiere Speaker Bureau delivering keynotes on Innovation, Customer and Patient Experience, AI and Deep Learning.