**Craig Saltzer** Image result for phone icon +1.832.315.8371 Image result for mail icon craig.saltzer@gmail.com

**EXECUTIVE PROFILE**

Proactive and results-driven leader with MBA and 15 years of experience in strategic leadership, global expansion, and operational excellence. Adept at driving growth and innovation through data-driven strategies and enhancing customer experience and operational efficiency.  Proven track record in leading cross-functional teams, implementing business transformations with fit-for-purpose technologies, and fostering stakeholder relationships. Expertise in leading client-centric, globally remote teams of over 100 professionals across diverse regions, including the US, Europe, Central Asia, and the Middle East. Extensive experience living and working in 20+ countries while cultivating relationships with senior travel, hospitality and leisure industry executives.

**KEY SKILLS**

Strategic Leadership | Global Expansion | Cross-Functional Team Collaboration | Operational Excellence | Stakeholder Engagement | Innovation & Growth | Business Strategy Development | Analytical & Strategic Skills | Process Improvement | Communication & Leadership | Program Management & Operations | Budget & Financial Oversight | Policy Development & Advisory | Compliance & Risk Management | Client Management | Data-Driven Decision-Making

**PROFESSIONAL EXPERIENCE**

Chemonics International, Washington, D.C. and 20+ International locations (Multiple Positions Held)

**Managing Director, Business Optimization** // 2021-Present

Washington DC, USA + London, United Kingdom.

Leads a 12-person team implementing data-driven strategies to enhance operational efficiency and drive organizational growth across the Chemonics family of companies.

* Heads Enterprise Shared Services overseeing global operations and improvement, business analytics, and corporate sustainability initiatives.
* Develops dashboards to track metrics, mitigate risks, and streamline processes, while delivering actionable insights for continuous improvement.
* Builds strong business relationships, delivers executive-level communications to enhance organizational alignment, stakeholder engagement, and the adoption of transformational initiatives.

**Sr. Director, Office of Chief Operating Officer** // 2020-2021

Washington DC, USA + International Assignments in Colombia, Philippines, South Africa

Led a high-performing team of operational specialists and external consultants optimizing global operations across 125 project offices in 80+ countries. Accomplishments:

* Led design and implementation of international expansion strategies establishing corporate regional offices in South Africa, Philippines, and Colombia.
* Pioneered ‘Country Platforms’ initiative, a digital platform with standardized tools and resources to centralize governance and risk management, enhancing accountability, data management, risk mitigation, and stakeholder engagement across Chemonics' global operations.

**Director/Sr. Director, Europe and Eurasia** // 2016-2020

Washington DC, USA + International assignments in India, Central Asia Republics (Afghanistan, Kyrgyzstan, Tajikistan, Turkmenistan, Uzbekistan), Ukraine, and United Arab Emirates.

Provided strategic leadership for global projects, directing six Washington, DC-based staff and more than 100 internationally-based professionals. Spearheaded more than 30 business development initiatives to expand market presence and drive more than $1.03Bn in revenue growth. Accomplishments:

* Developed business and operational strategies resulting in $47M in hospitality sector investments across Timor-Leste, Bosnia and Herzegovina, and Ras Al Khaimah, enhancing infrastructure development, eco-tourism, cultural heritage preservation, sustainable tourism, accommodations, and tourism experiences.
* In Ukraine, drove strategic partnerships with tourism industry associations developing new tourism products and services, provided grants to SMEs, and facilitated participation in international trade events to boost the tourism industry. Generated $253.5 million in new investments in targeted industries, enabling 701 firms to expand their export market, and facilitated $8.19 billion in sales of firms receiving project investments.

**Team Leader, Strategic Partnerships** // 2015-2016

Amman, Jordan

Led a seven-person team and oversaw supply-side partnerships with more than 500 small and medium-sized businesses in the hospitality sector, curating high-quality lodging, experiences, and restaurant offerings across Jordan. Directed a $12.5M investment fund, leveraging over $90M in private sector co-investments. Forged partnerships with leading international hotel and marketing brands. Accomplishments:

* Structured a partnership with Airbnb to promote local experiences, build capacity among local hosts, and market Jordan as a desirable travel destination. Provided training and support to local hosts on hospitality skills, hosting best practices, and customer service. Collaborated with Airbnb to leverage its global platform for marketing Jordanian experiences. Encouraged hosts to adopt eco-friendly measures, and successfully enhanced local host capabilities.
* Developed “Travo-Tech,” an online travel agency (OTA) ‘builder’ consisting of Customer (B2C) & Business (B2B) interfaces that enable inbound travel agencies to price and sell/book multiple tourism products based on immediate price quotations and real-time availability from their own inventory.
* Deployed ‘walkthrough’ teams to ensure that tourism SME services, products, and facilities met specific standards and requirements through detailed inspections, assessments, and training to ensure consistency and quality across different locations.
* Organized FAM Trips in collaboration with tourism boards, travel companies, and hospitality providers to familiarize travel agents, media personnel, and influencers with Jordan’s destinations and services.

**Sr. Manager, Middle East and North Africa** // 2012-2015

Washington DC, USA + International Assignments in Egypt, Lebanon, United Arab Emirates, Israel, and Jordan.

Led a 3-person team overseeing a $220M portfolio of strategic programs and partnerships. Oversaw complex, multi-year programs, ensuring successful delivery within scope, budget, and timeline. Managed client relationships, ensuring high levels of satisfaction and repeat business through exceptional service delivery. Accomplishments:

* Egypt: Led five-person tourism assessment team in Egypt aiming to support the Government of Egypt, local communities and the private sector to grow the tourism economy. Conducted meetings with stakeholders in Cairo, Aswan, Luxor, and Alexandria, to identify significant opportunities to engage small and microentrepreneurs in the creation of visitor experiences and provision of tourism industry support services.
* Led a three-person assessment investigating the investment landscape and business environment for start-up and growing businesses in the Middle East. Planned and conducted interviews and focus groups with business owners, investors, business incubators, accelerator programs, chambers of commerce, universities, and other stakeholders resulting in a detailed report identifying proposed areas in which a USAID-funded program could respond to the needs of entrepreneurs in the tourism, digital media, technology, and entertainment sectors.
* Jordan: Supported a $31M tourism development program with more than 40 internationally based staff working to increase Jordan’s competitiveness as a tourism destination by supporting the public- and private-sectors’ capacity to develop and manage tourism resources in a competitive and sustainable manner, improve visitors’ tourism experiences, and build human resource capacity to ensure excellent standards of service.

**EARLY CAREER EXPERIENCE**

* Manager, Business Development and Project ManagementChemonics International // 2012-2013
* Senior Associate, Business Development & Project ManagementChemonics International // 2011-2012
* Associate, Business Development & Project Management Chemonics International // 2010-2011
* Consultant, Aerospace Division Mubadala Development Company, Abu Dhabi, U.A.E. // 2009
* Consultant, Marketing DivisionAbu Dhabi Shipbuilding Company, Abu Dhabi, U.A.E. // 2007

**EDUCATION**

* Master of Business Administration, Corporate Finance and Strategy New York University // 2019
* Bachelor of Arts, International Relations Boston University // 2010

**LANGUAGES:**

* English (Native)
* Arabic (Basic Proficiency)
* French (Basic Proficiency)